



# Technical Operations Manager



**Recruitment Pack**



## Welcome From The CEO

Thank you for your interest in the position of **Technical Operations Manager**, at Kent Student's Union (KSU), and considering us as your new employer.

This is an exciting opportunity to join a team that sits at the heart of our organisation, supporting both KSU and Kent Union Trading Ltd (KUTL), our commercial services. From digital platforms used by thousands of students to the technology that underpins our venues, events and outlets, this role plays a key part in delivering the services and experiences that define student life at Kent.

Students are the reason Kent Students' Union exists. We are there through their university journey. Our amazing staff and volunteers work towards improving their experience and you will be joining a talented and committed team.

Thank you for your interest in the role, this pack should provide everything you need to support your application. However, for more information or for an informal chat about the role you can contact us at [kentunionrecruitment@kent.ac.uk](mailto:kentunionrecruitment@kent.ac.uk).

We look forward to hearing from you.

**Mel Sharman**

**Chief Executive**

# About Us

## OUR MISSION

### Why we're here

We are a charity that supports students at the University of Kent.

### We are:

- Student led
- Here for our members
- A place of opportunities



## OUR BELIEFS

### Why we do it

We believe every student should have the opportunity to try out new experiences, have fun, make new friends and be part of a community; we believe every student should have the opportunity to fulfil their potential in life, have a voice in society and make a difference.

## OUR VISION

### Where we're going

Our vision is to provide the best student experiences on the planet

## OUR VALUES

### How we're perceived

#### Bold

- We are brave and courageous; we stand up for students' rights
- We are innovative
- We challenge the status quo

#### Inclusive

- We welcome all people and appreciate their uniqueness
- We are champions of equality and diversity

#### Supportive

- We look out for people
- We want students to succeed in life so we offer transformative experiences for them to get involved in
- We ensure our staff have a healthy work-life balance

Find out more at [www.ksu.co.uk/strategy](http://www.ksu.co.uk/strategy)



## How We Are Run

### How Are We Financed?

We have two income streams: University core grant funding and generating income through KUTL, our commercial services trading company. Our KUTL profits are gift aided into the Kent Student's Union charity and reinvested back to provide essential services and activities for our students and members.

### Our Trustee Board

As a registered charity, we are governed by a Board of Trustees. It is made up of the 5 elected Full-Time officers, 4 External Trustees and 4 Student Trustees. Our Board of Trustees has ultimate responsibility for directing the affairs of Kent Student's Union, ensuring we are solvent, well-run and delivering our objectives. The day to day running of the Union and KUTL is delegated to the Chief Executive, Senior Management and staff team.

### KUTL Board

Kent Union Trading Limited (KUTL) Board of Directors has ultimate responsibility for directing the affairs of Kent Union Trading Limited, ensuring it is solvent, well-run and delivering its objects. KUTL is a wholly owned subsidiary of Kent Student's Union, which exists to run activities on behalf of Kent Student's Union that are outside the scope of Kent Student's Union's charitable purpose. The Board is made up of 7 people including the External Chair, President, 3 Trustees and the Executive Directors which include the Chief Executive and Director of Commercial Services.

### Staff And Management Structure

Kent Student's Union employs approximately 411 staff to provide services for its members. Staff are of two types: approximately 300 student staff, who work whilst completing their studies at the University of Kent and 111 career roles – professionals who have made working at Kent Student's Union part of their career. Staff are employed by either the charity or for the Commercial Services employed directly by KUTL.

# About The Technology Department

Technology at Kent Students' Union supports everything we do across both KSU and KUTL. We work across a wide range of systems and environments; from digital platforms used by students to the technology that powers our venues and events.

## WHAT WE DO

### We support and deliver

- IT Infrastructure and user support
- EPOS/tills systems
- Audio-visual systems in venues
- Websites and digital platforms
- Network and connectivity
- CCTV and security systems
- Digital Signage
- Power and technical setup for events



## WORKING WITH PARTNERS

### We work closely with

- University of Kent (shared systems and infrastructure)
- System Suppliers (EPOS, CRM, Finance, Web)
- Internal teams across KSU and KUTL

## KENT TECH (EVENTS & PRODUCTION)

We also run Kent Tech, our in-house sound, lighting and stage service.

### This supports:

- Student group events
- Internal events
- External bookings

We work with student staff to deliver live events, adding a practical, hands-on element to the role.

# Our Commercial Services

The commercial services through KUTL include catering and licensed trade, retail, business development and the nursery. The total budget across all commercial services is over £9million and the staff team is around 70 career staff and 300 student staff.



## The Venue Nightclub

The Venue is the largest student night club in Canterbury and plays host to a wide range of late-night entertainment from Welcome Week, Summer Balls to regular weekly club nights.

[thevenuekent.co.uk](http://thevenuekent.co.uk)



## Woody's

Woody's has been renovated to an exceptional standard and is a social hub for students to build student communities, providing everyday food and drink for students on campus.

[ksu.co.uk/woodys](http://ksu.co.uk/woodys)



## Campus Coffee

Campus Coffee is a hive of activity and the perfect place for coffee, soft drinks, light snacks and lunch, located in the library.

[ksu.co.uk/campus-coffee](http://ksu.co.uk/campus-coffee)



## Oaks Nursey

Kent Student's Union operates a 95 capacity children's nursery. This is a key service to both staff and students, enabling them to study and work.

[oaksnurserykent.co.uk/](http://oaksnurserykent.co.uk/)



## Retail

Kent Student's Union was sector leading in the development of retail and is host to two Co-op franchise stores. Collectively these turnover £5 million and are an essential service to students and staff on campus.



## SU Network

SU Network specialises in student market advertising, with deep insight into campus culture. It has grown to support over 25 campuses and many more bookings nationwide.

[sunetwork.co.uk/](http://sunetwork.co.uk/)

# Working With Us



## We're Bold

You'll be working for an organisation that is innovative and challenges the status quo to stand up for students and ensure they have the best time at university. You'll get to directly shape what we do and pioneer new areas of work.



## We're Supportive

We're really flexible as we understand that life isn't 9-5 and we'll always look at how we can best adapt to meet your needs; this includes the ability to work remotely.



## We're Inclusive

We are an organisation that champions equality and diversity and works to embed this in everything we do. We positively encourage applications from all individuals irrespective of their gender, age, ethnicity, sexuality, religious beliefs, or disability.



## It's Great Fun

We are always working hard to improve the student experience, but we have a great time doing it. You'll be joining a team of passionate and friendly people and get to be involved in all the incredibly random fun things we do that make Students' Unions such amazing and unique places to work.

## Where We Work

We have five buildings over the University of Kent campus, from where we deliver services for students, including our bars, venues a nursery and shops. This post includes hybrid working, with an office in the Mandela Building (University of Kent, Canterbury CT2 7NW), with occasional travel to other campuses.

There are bus links to the campus and the nearest train station is Canterbury West, which is approximately a 20-minute walk. There are also parking spaces available on the purchase of a permit and the campus also has plenty of cycle parking spaces.

## When We Work

KSU expects new staff to work primarily from campus as much as possible during their first six months, up to the completion of their probation period, as this supports effective communication and the development of strong working relationships. Flexibility will be considered where there is a clear need; however, the expectation is that staff will primarily work from campus during this period.

Any employee can make a request for flexible working. Whilst we cannot guarantee to accommodate a flexible working application, we do guarantee that we will carefully consider any request made.

## Equality, Diversity & Inclusion

Kent Student's Union is committed to the principles of equality of opportunity. A key priority for us is to improve racial and ethnic diversity amongst our workforce, and as such we particularly welcome applications from racially and ethnically marginalised backgrounds candidates (REMP).

## Racially & Ethnically Marginalised Peoples (REMP) Priority Interview Scheme

We recognise that applicants from racially and ethnically marginalised backgrounds may have experienced additional barriers when applying for new roles.

Therefore, if you meet the minimum criteria (at least 80% of the 'essential' criteria in the person specification) and are from a REM background, you'll be guaranteed an interview.

If you are a REM applicant and would like to be considered under our guaranteed interview scheme, you must indicate this by selecting the relevant box on the application form.

If you do not select this box, your application will be considered alongside all other applications. It is important to note that this scheme guarantees an interview for REM applicants who meet the minimum criteria. The selection decision at interview will be based on the most suitable candidate, regardless of background or protected characteristic.

# About The Role

<b>Job Title</b>	Technical Operations Manager
<b>Salary Range</b>	£39,450
<b>Annual Leave</b>	The post holder is entitled to 23 days' leave, increasing by 1 day a year to a maximum of 28 days; 6 'customary' days' leave, normally taken over Christmas; and the 8 statutory leave days for England (full-time equivalent). Total entitlement is therefore 37 days in year 1, rising to 42 days after 5 years.
<b>Reports To</b>	Director of Digital & Communications
<b>Place Of Work</b>	Hybrid working with min three office days per week, and visits to other campuses where necessary.
<b>Working Hours</b>	35 hours per week in line with the business needs and operational demands. This role requires flexibility to work evenings, weekends, and occasional late-night shifts to support events, and out-of-hours incidents.
<b>Pension</b>	The post holder is entitled to join the Superannuation Arrangements of the University of London (SAUL), CARE pension scheme with PensionsPlus (salary sacrifice), in which Kent Union contributes 16% and employees contribute 6% of salary.

## Role Purpose

- To lead and deliver the day-to-day operation of IT and Technical Service.
- To ensure reliable, secure, and effective delivery of systems and infrastructure
- To manage staff, suppliers, and technical operations across the organisation
- To oversee event technical delivery and commercial technical operations



# Duties And Responsibilities

## Operational Duties

- **Service Delivery & Technical Operations** – Oversee IT and technical services delivery, ensuring systems, helpdesk and assets are effectively managed. Support core systems (CRM, finance, POS, Web) and provide hands-on support where required.
- **Infrastructure, Systems & Security** – Manage IT infrastructure including servers, networks, structured cabling and AV systems. Oversee system administration, software licensing, domain management, cyber security, data protection and digital accessibility compliance.
- **Events, AV & Kent Tech** – Oversee technical delivery for events and venues, including sound, lighting and staging. Ensure Kent Tech operations are safe, well-managed and commercially effective, supporting planning and escalation where required.
- **Suppliers, Contractors & Procurement** – Manage suppliers and contractors across IT, AV, CCTV and web services. Oversee outsourced web development in collaboration with Marketing and lead procurement of technical equipment and services.
- **Projects & System Development** – Lead technical projects and cross-department initiatives. Oversee system improvements, integrations and API development to improve efficiency and data flow across platforms.
- **Health & Safety** – Ensure compliance with Health & Safety requirements, maintaining training, audit and equipment records. Ensure adherence to data protection policies and safe working practices.

## People Responsibilities

- Line manage the Technical Support Coordinator and IT/Kent Tech student staff.
- Manage rotas, workload planning and team coordination.

- Support staff development, training and performance management.
- Ensure effective on-boarding and training for new staff.
- Work closely with other department heads on key projects and activity.

## Financial Responsibilities

- Support and contribute to SU Network achieving targets across all budgets and locations.
- Lead / support on SU Network achieving targets across the partnerships, accounts and locations for which you are responsible.
- Assist SU Network in the growth of its partnerships and developing portfolio of Students' Unions and media partners.
- Responsible for the security of all resources by following KUTL's financial procedures.

## Expected Behaviours

- Attend training sessions and appropriate as and when required.
- Positively contribute to the image and reputation of Kent Student's Union, the University and local community.
- To lead by example and demonstrate a full knowledge and understanding on the structure of Kent Students' Union.
- Ensure all systems to reduce KSU's impact on the environment are adhered to.
- To undertake other tasks and responsibilities compatible with the level and nature of the post as required by your line manager.

# What We're Looking For

## Personal Specification

Essential requirements should be demonstrated before appointment and maintained in post. Desirable elements should be developed and maintained once in post as needed.

*Essential, Desirable, Tested at Interview and Application*

Qualifications	E	D	I	A
Educated to degree level (or equivalent)	X			X
A relevant specialist or technical qualification i.e. ITIL		X		X
Experience	E	D	I	A
Experience working in a technology service support role, delivering high-quality customer service	X		X	X
Experience managing individuals or teams and overseeing with contractors and suppliers	X		X	X
Experience delivering technical support for live events and/or managing projects to achieve organisational objectives	X		X	X
Experience diagnosing and resolving hardware and software issues	X		X	X
Experience project managing technical installations or system implementations		X	X	X
Knowledge	E	D	I	A
Strong understanding of PC and Mac environments, including installation, configuration and basic networking	X		X	X
Good knowledge of business systems and applications, such as Microsoft 365 and endpoint security tools	X		X	X
Good knowledge of infrastructure and server environments (e.g. file services, virtualisation, SaaS)	X		X	X
Knowledge of audio-visual systems, including PA, lighting, and event technology		X	X	X
Knowledge of EPOS/till systems and payment technologies, with an understanding of security and compliance requirements (e.g. PCI DSS)		X	X	X

<b>Skills And Ability</b>	<b>E</b>	<b>D</b>	<b>I</b>	<b>A</b>
Ability to prioritise and manage competing demands in a fast-paced environment	<b>X</b>		<b>X</b>	<b>X</b>
Strong IT skills, using technology to improve efficiency and service delivery	<b>X</b>		<b>X</b>	<b>X</b>
High attention to detail and commitment to quality	<b>X</b>		<b>X</b>	<b>X</b>
Excellent communication skills, able to influence and work effectively with a range of stakeholders	<b>X</b>		<b>X</b>	<b>X</b>
Proactive, solution-focused approach with a strong commitment to customer service	<b>X</b>		<b>X</b>	<b>X</b>
<b>Values And Behaviours</b>	<b>E</b>	<b>D</b>	<b>I</b>	<b>A</b>
Evidence of a personal commitment to continuing professional development.	<b>X</b>		<b>X</b>	
A team player, who helps others build a successful team, celebrates others' success and supports others to achieve individual and collective goals and objectives.	<b>X</b>		<b>X</b>	
A commitment to equality of opportunity; someone who builds a culture of inclusivity and diversity.	<b>X</b>		<b>X</b>	
A commitment to working in a democratic and charitable organisation, with the ability to build constructive relationships with people all across the organisation, and externally.	<b>X</b>		<b>X</b>	
<b>Additional requirements</b>	<b>E</b>	<b>D</b>	<b>I</b>	<b>A</b>
Full UK driving licence and willingness to drive company or hired vehicles where required	<b>X</b>			

## How To Apply

<b>Positioned Advertised</b>	7 May 2026
<b>Applications Close</b>	25 May 2026, 5pm
<b>Shortlisting</b>	27 May 2026
<b>Interviews</b>	5 June 2026

To apply, please submit your application and upload your CV on our recruitment portal at [ksu.co.uk/careers](https://ksu.co.uk/careers).

Please ensure that you pay particular attention in your application to detailing how your experience meets the requirements of the person specification and why you are interested in the position.

If you have any further questions about the role or the application process, please contact Lloyd Wilson, Director of Digital & Communications by emailing [L.A.Wilson@kent.ac.uk](mailto:L.A.Wilson@kent.ac.uk).

**Completed applications must be received by 25 May, at 5pm**

**KSU**

**KENT  
STUDENTS'  
UNION**

**ksu.co.uk**