STUDENTS' UNION
UNIVERSITY FOR THE CREATIVE ARTS

COMMUNITY ORGANISER

(2 ROLES: EPSOM OR FARNHAM)

CANDIDATE PACK

UCASU.COM UCASU

WELCOME TO UCASU

Dear Candidate,

We are recruiting two new Community Organisers at the University for the Creative Arts Students' Union (UCASU), one based at Epsom and one based at Farnham. These roles will suit people who enjoy spending time with others, building relationships and helping students turn their ideas into activity, community and change.

These are highly visible, student-facing roles. You will spend much of your time within the campus community, meeting students where they study, live and connect, listening to their experiences and helping them participate, lead and influence.

Working closely with our Head of Community & Voice, Elected Officers and colleagues across the University, you will help students build communities, strengthen representation and create a greater sense of connection and belonging on campus.

UCASU represents a creative and diverse student body across multiple campuses. We are committed to empowering students, amplifying their voices and enhancing their university experience. Your ability to connect with people and bring students together will help us continue making a meaningful impact on our members' lives.

We look forward to receiving your application!

Best Wishes,

Kyley Winfield

Chief Executive Officer (CEO)
(He/Him)

#1 ABOUT US

WHAT IS THE UNIVERSITY FOR THE CREATIVE ARTS STUDENTS' UNION?

UCA Students' Union (UCASU) is an independent charity representing and supporting over 4,000 students across UCA's campuses in Epsom, Farnham, Canterbury and Maidstone TV Studios.

Our vision is **a creative community where every student belongs**, guided by our values of **Creativity**, **Connection** and **Community**.

Everything we do is focused on **supporting students, building community** and **improving life at UCA.**

Our current three-year Strategic Direction was developed in partnership with over 500 students, alongside Union staff and colleagues across the University.

Our strategic direction places students at the heart of our organisation and focuses our work around three strategic priorities:

1. **Representation & Influence**
2. **Skills & Employability**
3. **Wellbeing & Belonging**

OUR COMMUNITY & VOICE ETHOS

Our approach is built around a simple idea: students should not simply receive services from their Students' Union; **they should actively shape their education, campus experience, communities and Union.**

Here's how that looks in practice:

STUDENTS LEAD

Students identify issues, develop solutions, influence decisions and lead change.

STAFF ENABLE

Our role is to support, facilitate, coach and connect, creating the conditions for students to organise, develop and succeed.

COMMUNITIES CREATE BELONGING

Strong communities create friendship, opportunity, confidence, connection and belonging.

REPRESENTATION CREATES CHANGE

Student experiences and insight should lead to meaningful influence and tangible change.

ABOUT THE COMMUNITY & VOICE TEAM

UCASU is developing a new approach that places student voice, academic representation, community and belonging at the centre of our student-facing work.

The Community & Voice team brings together representation, democracy, student leadership, community-building, campaigns and communications, helping us to work with students in a more connected and visible way across our campuses.

The team consists of:

- Head of Community & Voice
- Community Organiser – Farnham
- Community Organiser – Epsom
- Community Organiser – Canterbury
- Marketing & Campaigns Manager

Community Organisers are our primary relationship-builders, working visibly across our campuses to connect students with communities, opportunities and routes to influence. The Marketing & Campaigns Manager amplifies student voice through campaigns, communications and digital engagement.

The Head of Community & Voice provides strategic and operational leadership across this work, ensuring the different parts of the model work effectively together.

OUR CAMPUS COMMUNITIES

At UCA, each campus is home to a diverse and distinctive student community. We are currently recruiting Community Organisers for Epsom and Farnham.

EPSOM

Home to approximately 1,000 students, Epsom has a diverse and international student community, with students joining UCA from across the globe.

Students study creative business, styling, photography and specialist fashion disciplines. The recently opened, purpose-built Wells Building is home to Fashion Atelier and Tailoring.

The campus hosts an annual fashion show, and students participate in Graduate Fashion Week in London. UCASU is also a founding member of the Epsom & Ewell Creative Partnership and has represented students at the Epsom Downs Derby Festival.

FARNHAM

Home to approximately 2,500 students, Farnham is UCA's largest campus, situated in a World Craft Town and surrounded by Surrey countryside.

Students study an eclectic mix of creative disciplines, from silversmithing and glassmaking to games design, film production, animation and fine art.

Farnham has a lively mix of student-led communities, clubs and societies, with interests ranging from magazine-making and musical theatre to roller skating, K-pop and cheerleading.

#2 INTRODUCING THE ROLE

ROLE SPECIFICATION

Job Title: Community Organiser
Salary: £26,000–£28,000 per annum (pro rata for the Epsom role)

Hours:
Farnham: 35 hours per week
Epsom: 25 hours per week

Reports to: Head of Community & Voice

Location: Epsom or Farnham Campus in Surrey

UCASU is a multi-campus organisation, and while you will be primarily based at Epsom or Farnham, occasional travel to our other campuses is an essential part of the role. We are looking for someone who will enjoy working across different locations, meeting different student communities and building relationships across UCA.

PURPOSE OF THE ROLE

The Community Organiser plays a key role in building a creative community where every student belongs.

This is a highly visible, student-facing role centred on outreach, relationship-building and community organising. The postholder will proactively engage with students, taking opportunities to meet them where they live, study and connect, rather than relying solely on students coming to Union spaces.

The Community Organiser will spend significant time engaging directly with students, listening to their experiences, connecting them with opportunities, supporting representation and helping students build communities, initiatives and activities of their own.

The role combines this visible frontline presence with the administration, coordination and project support required to strengthen student voice, leadership, belonging and community across UCA.

COMMUNITY BUILDING, OUTREACH AND BELONGING

- Spend significant time engaging directly with students through visible and proactive outreach across campuses, student accommodation and other student-facing spaces.
- Take the Students' Union to students, building relationships and creating opportunities for students to connect, participate and influence change.
- Maintain a regular and visible presence within campus communities.
- Support students to build meaningful connections with one another, fostering inclusive and supportive campus communities.
- Facilitate opportunities that strengthen belonging, inclusion and community.
- Ensure students from smaller or less visible communities feel represented and connected to UCASU.
- Gather insight and feedback from students and help ensure their experiences inform Union priorities and activity.
- Help develop and maintain UCASU's campus hub as a welcoming student leadership and community space. Support student leaders, representatives, societies and communities to use the space to meet, collaborate, organise activities and build community, recognising that the hub exists primarily as a space for students rather than as a traditional staff office.

STUDENT LEADERSHIP AND COMMUNITIES

- Support student leaders, societies, campaigns and communities to develop and thrive.
- Enable students to organise and lead their own activities, projects and initiatives.
- Support Sabbatical Officers, elected representatives and students to develop and deliver campaigns and initiatives on issues that matter to students.
- Facilitate leadership development opportunities for students.
- Support the development of inclusive and sustainable student communities.
- Encourage participation from a wide range of students, including those who may be less engaged with traditional Students' Union activity.

REPRESENTATION AND STUDENT VOICE

- Support the recruitment, training and ongoing development of course representatives.
- Support course representatives to identify, raise and respond to student issues.
- Provide frontline support to student queries, escalating cases, as required, through the appropriate channel.
- Facilitate effective communication between students, representatives, Officers and the University.
- Support Sabbatical Officers and elected representatives to engage students, gather feedback and represent student interests.
- Support, coordinate and develop student staff, volunteers and student leaders as appropriate.
- Encourage participation in democratic processes, elections and student leadership opportunities.
- Support the delivery of student consultation, engagement and feedback activity.
- Assist in the delivery of UCASU elections and democratic processes as required.

INFORMATION, GUIDANCE AND SIGNPOSTING

- Act as an accessible and approachable first point of contact for students.
- Provide information, guidance and signposting to appropriate support services, opportunities and resources.
- Support students to navigate University and Students' Union processes where appropriate.
- Identify emerging student issues and ensure concerns are escalated through appropriate channels.
- Maintain awareness of relevant University and external support services.

EVENTS, ACTIVITY AND KEY STUDENT MILESTONES

- Support the planning, coordination and delivery of Welcome, Move-In, Graduation and other key student milestones.
- Facilitate student-led events, activities and community initiatives.
- Provide logistical, organisational and administrative support for student-facing activity.
- Support students to develop and deliver their own events and projects.
- Contribute to the successful delivery of campaigns, engagement activity and community-building initiatives.

TEAM WORKING AND COLLABORATION

- Work collaboratively with Community Organisers, the Marketing & Campaigns Manager, Officers and wider colleagues across UCASU.
- Actively contribute to a collaborative, multi-campus team culture, building strong relationships with colleagues across UCASU.
- Participate actively in team meetings, planning sessions, training and development activities.
- Contribute to a positive, collaborative and values-led team culture.
- Share learning, insight and good practice across campuses.
- Travel to and work from other UCA locations as required in support of Union priorities, student activity and team development.
- Undertake other duties reasonably required by the Head of Community & Voice consistent with the level and nature of the role.

ADMINISTRATION AND COORDINATION

- Maintain accurate records, databases and reporting systems relating to representation, student communities and engagement activity.
- Coordinate communications, meetings, training sessions and community activities.
- Monitor participation, engagement and outcomes, providing information and reports as required.
- Ensure administrative processes are completed accurately and in a timely manner.
- Contribute to the effective planning and delivery of the Annual Operating Plan.

PERSON SPECIFICATION

We are looking for a confident and approachable relationship-builder who genuinely enjoys meeting new people and bringing people together.

You will be naturally curious about students and their experiences, comfortable starting conversations with people you do not yet know, and motivated by getting out into the campus community rather than waiting for people to come to you.

ESSENTIAL EXPERIENCE AND KNOWLEDGE

- Experience of community-building, outreach, student support, volunteering, membership engagement or related activity.
- Experience of building positive relationships with a wide range of people.
- Experience of coordinating projects, activities or events.
- Experience of providing information, guidance or signposting.
- Understanding of community organising, community development or engagement approaches.
- Understanding of representation, democracy or student leadership structures.
- Strong administrative and organisational skills.
- Ability to manage competing priorities and work independently.
- Appreciation of creative practice and the needs of creative students.

ESSENTIAL SKILLS AND BEHAVIOURS

- Excellent communication and interpersonal skills.
- Demonstrates a proactive approach to engaging students and building relationships through outreach and visible presence within student communities.
- Comfortable engaging students where they live, study and connect, rather than relying solely on students accessing Union spaces and activities.
- Demonstrates a positive, solutions-focused and can-do approach.
- Demonstrates accountability and takes responsibility for delivering agreed objectives and commitments.
- Able to work effectively within organisational policies, procedures and agreed ways of working.
- Comfortable working in a dynamic environment where priorities may change in response to student and organisational needs.
- Demonstrates adaptability, resilience and a positive approach to change.
- Builds collaborative relationships and works effectively with others.
- Respects confidentiality and handles sensitive information appropriately.
- Demonstrates professionalism and respect in interactions with students, colleagues, Officers, representatives and stakeholders.
- Demonstrates commitment to inclusion, accessibility and community-building.
- Comfortable engaging with students from a wide range of backgrounds.
- Willingness to work flexibly, including occasional evenings and weekends.
- Willingness to travel and work across UCA locations as required.
- Demonstrates commitment to UCASU's values of Creativity, Connection and Community.

DESIRABLE

- Experience within a Students' Union, higher education, membership or community organisation.
- Experience of supporting course representatives, student leaders or volunteers.
- Experience of facilitating training, workshops or group activities.
- Experience of supporting campaigns or community initiatives.
- Experience of working with elected representatives.
- Experience of working with diverse communities.
- Knowledge of the creative higher education sector.
- Competent user of Microsoft 365 applications, including Outlook, Teams, Word, Excel and PowerPoint.

SUCCESS MEASURES

Success in the role may include:

- Increased visibility and accessibility of UCASU through proactive outreach and relationship-building within campus communities.
- Positive relationships with students, representatives, Officers and University colleagues.
- Strong recruitment, development and support of course representatives.
- Increased participation in representation, leadership and community opportunities.
- Effective support for student-led activity and campaigns.
- Positive student feedback regarding belonging, connection and community.
- Successful support for Welcome, Move-In, Graduation and other key student milestones.
- Accurate administration, reporting and coordination of activity.
- Positive contribution to the delivery of UCASU's Strategic Direction and Annual Operating Plan.
- Demonstration of UCASU's values of Creativity, Connection and Community in day-to-day work.

WHAT WE OFFER

UCASU is a small organisation where staff have the opportunity to contribute ideas, take ownership and see the direct impact of their work.

Alongside a salary of £26,000–£28,000 (pro rata for the Epsom role), we offer:

- **25 days' annual leave, plus bank holidays**
- **Up to 2 weeks' additional paid time off during our winter office closure**
- **An additional day off for your birthday**
- **Enhanced Maternity and Partner Leave**
- **4% employer pension contribution**
- **5 wellbeing days each year**
- **5 professional development days each year**
- **Opportunities for professional development and learning, including attendance at conferences**
- **The opportunity to work with Elected Officers, senior Union staff and University colleagues, developing experience and skills for future management roles**

#3
HOW TO
APPLY

NEXT STEPS

To apply, please complete our online application form, where you will be asked to provide information about your experience, interest in the role and suitability for the position.

You will also be asked to share your CV as part of your application

Application Closing Date:
Monday 5 October 2026, 09:30

Online First-Stage Interview:
Will take place between: 12–23 October 2026

Final In-Person Workshop Interview:
Will take place between: 26 October–6 November 2026

We welcome applications from candidates of all backgrounds and are committed to creating an inclusive recruitment process. We are particularly keen to hear from candidates with English as an additional language and/or those with lived experience of being an international student.

All applicants will be assessed on their skills, experience and suitability for the role.

Candidates are encouraged to read our 2026 Impact Report and Strategic Direction to learn more about UCASU, our students and the impact of our work.

If you have any questions, would like to arrange an informal conversation about the role, or experience any difficulty accessing the application form, please contact:

Scott Farmer
Interim Head of Community & Voice
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