



MARCH 2026

Executive Support Officer (Part-time)

Recruitment pack

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A message from our CEO, Vivienne Stern

Universities UK (UUK) is the collective voice of universities in England, Scotland, Wales and Northern Ireland. We bring them together to pursue a common cause: thriving universities, serving society.

My journey at UUK started as a Parliamentary Officer and I have progressed through the organisation from there, with the opportunity to work across a range of different teams, up to becoming CEO. This is testament to the fact that at UUK we support our people to succeed, helping us achieve our ambitious goals as an organisation as a result.

At UUK we believe that supporting our people to succeed involves prioritising wellbeing at work and being an inclusive employer. We employ a total of just under 150 staff across the UUK Group. In our 2023 staff survey, I am proud that we scored higher than similar organisations for caring about our employees and treating them with fairness and respect, and that 86 per cent felt proud to work for UUK.

I am continually inspired by the passion and talent of the team at UUK. If you care about higher education, its ability to transform people's lives and its impact on wider society, then, in my opinion, there is no better place to do it than here.

Who are we?

At Universities UK, we harness the power of the UK's universities and create the conditions for them to thrive. We are the collective voice of 142 universities, bringing them together to pursue a common cause: thriving universities, serving society.

This mission forms the core of our [strategic plan](#) which runs to 2030 and sets out our ambitions for the sector. Our influence, convening power, and insight will enable our universities to:

- transform the lives of more people from the UK and around the world through high-quality education.
- drive greater growth and prosperity through the knowledge and skills they generate, creating places that allow communities to flourish.
- be globally competitive centres of research, at the forefront of making ground-breaking discoveries with the power to change our world.

To help them achieve this we will:

- secure sustainable funding that enables our universities to serve society better.
- build trust and confidence that our universities are a national asset to be proud of and are acting in the best interests of society.



Role description

Post title: Executive Officer (part time, 0.6 FTE)

Responsible to: Senior Adviser to the Chief Executive, and Head of Office

Salary: £20,787.60 - £23,097.60 depending on experience (0.6 FTE)

Location: London

The team: Strategy, Insight and Member Engagement

Job summary: This post will support the strategy, insight and member engagement team with insight into our members and help inform our members about UUK's work.

The strategy, insight and member engagement team includes the chief executive's office at UUK and creates opportunities for our universities to learn from each other, to drive value for our members, and to ensure we deliver our strategic plan.

The post-holder will offer a broad range of administrative support across the team, including co-ordinating our fortnightly newsletter to our membership, helping to ensure we keep records and data about engagement with our members up to date, supporting the chief executive's office with one off logistical projects and travel bookings, and supporting calls **with members**. The post-holder will also help ensure what we learn about our members is shared across the wider staff team. This is an opportunity for a pragmatic and organised individual to join our friendly team.

This role is offered on a part time basis (0.6 FTE). We can be flexible as to the hours and days the successful candidate may wish to work, however we would benefit from spreading the hours across three or four days, Monday to Thursday.

If you would like to have a conversation about the role, please email Miriam Deakin, Miriam.deakin@universitiesuk.ac.uk

Main responsibilities:

- to monitor member universities' engagement with UUK activity and provide insight and analysis of that engagement (for example attendance at events, engagement in our policy work and via our visits programme) to inform our organisational approach
- to coordinate the fortnightly compiling and dissemination of a newsletter from the Chief Executive to members
- to work closely with the Senior Executive Assistant to the Chief Executive (who manages the Chief Executive's diary) to offer logistical and administrative support including booking some travel and co-ordinating international travel arrangements
- to arrange and support dedicated calls or dinners with members on timely topics, and to offer support for our monthly member calls cycle as required
- to support member insight gathering activity such as university visits and the dissemination and analysis of the annual member survey
- to support events and engagement activities delivered by colleagues within the team, as required
- to offer pragmatic logistical support for the Chief Executive's office and across the SIME team.

Compliance and governance

- to take responsibility for own health and safety in line with UUK Health and Safety policy and current legislation and undertake such responsibilities as they relate to any employees, volunteers or contractors for which the post is responsible.
- to ensure compliance with UUK's internal procedures and all external legal requirements.

General

- to show respect to colleagues, external partners and stakeholders, and to understand and adhere to UUK's Equal Opportunity policy, UUK Staff Standards of Conduct, and UUK's organisational capabilities.
- to work collegially, and to support all the teams which the post has contact with, in achieving the organisation's objectives.
- any other duties commensurate with the grade and level of responsibility of this post, for which the post holder has the necessary experience and/or training.

This job description will be reviewed and amended in the light of changing professional demands. A job description is not a rigid or inflexible document but acts to provide guidelines to the duties expected while in post.

Last reviewed: *March 2026*

Person specification

Essential skills:

Essential skills	Assessment
An ability to prioritise and manage several activities at one time	Application form Interview
Good communication skills – verbally and in writing	Application form Interview
Attention to detail and accuracy	Interview Task
An ability to learn new systems and ways of working	Application form Interview
Good organisational skills	Application form Interview
Good foundational skills in using excel and customer relationship management (CRM) software	Application form Interview/task
An ability to work flexibly with colleagues to deliver on a range of administrative and logistical activities	Application form Interview
An understanding of, and commitment to, equality, diversity and inclusion as set out in UUK's Equal Opportunity policy	Interview

Desirable skills:

Desirable skills	Assessed by
Experience of undertaking basic quantitative survey analysis in excel	Application form Interview
An understanding of the complexities of running a senior leader's office smoothly and/or of the higher education sector and/or of a membership body	Application form Interview
Knowledge of data protection compliance	Application form Interview
Knowledge of using AI tools appropriately, efficiently and effectively	Application form Interview

Working at UUK: Benefits

If you care about higher education, its ability to transform people's lives and impact wider society, joining our team is a great opportunity.

Universities play a huge part in our everyday lives, and we want to help them make even more of a difference. We bring together leaders of UK universities to discuss higher education issues and represent and campaign on their behalf to the government, business, the media and beyond.

People drive our success, and we value everyone's work.

Universities UK operates a hybrid working framework involving the opportunity to work from home and in the office. There will be a small number of roles where employees will be required to work from an office, but typically the majority of employees will be able to work remotely on average 60% of their working week. All employees are welcome to use their contractual office for their whole working week if that is their preference.

"I joined Universities UK three months after leaving university, and I immediately felt so welcomed and supported. I've been given opportunities to develop new skills, get involved in such a variety of interesting projects and work with colleagues across the organisation. It's a really friendly place to work and I feel trusted and valued to put my own views and ideas into practice."

Sofia Henderson, Senior Content Producer

TO FIND OUT MORE ABOUT STAFF BENEFITS AND WELLBEING, VISIT OUR [WORKING AT UUK PAGE](#)

Staff benefits

Leave



- 27 days annual leave rising to 30 days after 3 years' service and 32 days after 5 years' service plus bank holidays.
- 4 closure days between Christmas and New year.
- 2 days paid leave each year for volunteering activities

Well being



- Access to 24 hour 7 day a week Employee Assistant Programme which extends access to close family.
- Virtual Medical Care – 24 hour access to GP consultations.
- Mental Health First Aiders.
- Staff network groups.

Financial wellbeing



- Interest free season ticket loans after 6 months.
- Staff benefit fund loan scheme
- 'learn for you' – claim **£100 each** year tax free towards hobbies and activities outside of work.
- Funding support for continuing development, up to 2/3 of course costs paid with the remaining funded through an interest free loan recovered through monthly pay.
- Generous pension scheme (USS or SAUL depending on role).
- Salary sacrifice Cyclescheme.
- Salary progression plans.
- a £45 contribution every two years towards eye tests and the purchase of glasses where required.

Home working



- Hybrid Working policy – 40% of time averaged over a month to be spent in the office or meeting face to face with stakeholders; allowing 60% of time to be worked from home.
- Support for homeworking set up.

External schemes



- Charity worker discounts.
- Apple hardware discount scheme.
- Access to Able Futures for mental wellbeing support.

Our office facilities



- Tea/coffee/milk provided for refreshments.
- Kitchens available in all offices with access to fridges and microwaves.
- Shower facilities available (London and Cardiff).
- Cycle storage facilities.



Equality, diversity and inclusion

We want every member of staff to feel that they belong, can be themselves and that their opinion counts.

We can only reach our ambitious goals with multi-skilled, multi-experienced teams. Different perspectives make our work better.

What unites us is a passion for higher education and the enthusiasm to spread the message about the positive impacts UK universities have on our society.

We are committed to the equal treatment of all current and prospective employees and do not condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership. We aspire to have a diverse and inclusive workplace and strongly encourage suitably qualified applicants from a wide range of backgrounds to apply and join UUK.

An equal, inclusive and diverse place to work

Equality, diversity and inclusion help create new ideas and approaches to teaching, learning and research. With that in mind, we're building a culture where difference is valued. We're constantly evolving the programmes and tools that help all employees grow and manage rewarding careers.

TO FIND OUT MORE ABOUT EQUALITY, DIVERSITY AND INCLUSION AT UNIVERSITIES UK, READ OUR [INCLUSION AND DIVERSITY ACTION PLAN](#)

Staff engagement and wellbeing at work

Staff engagement

In our 2023 staff survey, we scored higher than similar organisations for caring about our employees and treating them with fairness and respect, and that 86 per cent felt proud to work for UUK.

Wellbeing at work

We care about the mental health and wellbeing of all our staff. Having open and honest conversations about mental health is important to us. Our commitment to staff wellbeing includes:

- Training some members of staff to become mental health first aiders so they are there for colleagues who need support and advice.
- Raising awareness by recognising Mental Health Awareness Week with external speakers, opportunities to come together and talk and take part in activities
- Training for managers and all staff on mental health awareness
- Employee Assistance support helpline.



Universities UK is the collective voice of 142 universities in England, Scotland, Wales and Northern Ireland.

Our mission is to create the conditions for

UK universities to be the best in the world; maximising their positive impact locally, nationally and globally.

Universities UK acts on behalf of universities, represented by their heads of institution



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