

# 2025 RECRUITMENT PACK

Membership Services | Operations Manager





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We've pulled together this recruitment pack to give you everything you need to know about the job, Ormskirk and Edge Hill Students' Union.

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# ABOUT EHSU

Edge Hill Students' Union works with students to make their University experience all they want it to be.

Whatever a students' needs, situation or background; we empower them through partnership.

We deliver events, empower societies, and support individuals with whatever they need to have a great experience whilst fulfilling their ambitions.

We bring creativity, innovation and freedom to the student community, and work with Edge Hill to bring about our shared goal of enabling every student to be the best version of themselves.

We're inclusive & accessible

We're fired up to make change happen

We empower individuals

We make EHU better for everyone

We have the creativity, freedom and drive to drive change





# WHO WE ARE

We are a diverse team of staff and students, working together to create positive change for the student community at EHU. Our team includes both full-time and part-time staff, as well as student representatives who bring their lived experiences to the table.

At the heart of our work are our elected officers, who represent students from the University's three Faculties:

- **The Faculty of Health, Social Care & Medicine**
- **The Faculty of Arts & Sciences**
- **The Faculty of Education**

Together, we collaborate to ensure that students' voices are heard, their needs are met, and their university experience is the best it can be.





# WHAT WE DO

We are the recognised representative channel for students, and we work closely with our elected officers across the University's three Faculties to ensure student issues are represented and voiced.

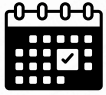
We offer free, professional, advice, guidance and support to students covering areas such as academic issues, complaints, housing and disciplinarys.

We organise activities, societies, and social events both on and off campus, which is funded by money spent in our SU Building, on-site Subway and on clothes and merch.





# OUR STAFF BENEFITS



Annual Leave: 25 days + bank holidays and extra days holiday at Christmas.



Workplace Pension: 3% Employee to 5% Employer contribution



Training & Development:  
Access to training and development through annual PDR process



Wellbeing: Occupational Sick Pay & access to our BUPA private healthcare package and Employee Assistance Program





# »» HOW WE'RE STRUCTURED »»

**STUDENTS**

**BOARD OF TRUSTEES**

**ELECTED OFFICERS**

**CEO**

**FINANCE &  
PEOPLE**

**ADVICE &  
GUIDANCE**

**MEMBERSHIP  
SERVICES**

**MARKETING  
& COMMS**

# ABOUT THE ROLE



<b>Job Title</b>	Operations Manager
<b>Reporting to</b>	Head of Membership Services
<b>Salary</b>	£30,406
<b>Working hours</b>	Full Time - 35 Hours Per Week

## ABOUT YOU

You are an experienced and dynamic operational leader with a passion for delivering outstanding customer experiences across diverse service areas. Whether managing a bustling bar, a welcoming helpdesk, or a busy retail outlet, you know how to create spaces that are safe, efficient, welcoming and enjoyable. You're commercially minded, able to balance quality service with financial performance, and you have a proven track record of improving operations, leading teams, and driving innovation.

You thrive in fast-paced, multi-functional environments and bring strong leadership and organisational skills to everything you do. You know how to build, motivate, and develop high-performing teams and are just as comfortable managing the day-to-day as you are thinking strategically about long-term improvements. Health and safety, compliance, and operational excellence underpin all of your operations, and you're proactive about maintaining high standards in every area you oversee.

Above all, you care about the student experience. You understand the unique environment of a Students' Union and are passionate about creating inclusive, vibrant spaces that reflect and support a diverse student community. You're collaborative, student-focused, and committed to making a positive impact through the work you lead.







# ABOUT THE ROLE

## ROLE DESCRIPTION

As our Operations Manager, you will play a central role in shaping the experience students, staff, and guests have when engaging with our spaces and services. You'll oversee the day-to-day running of all operational areas including our Students' Union venues, retail outlets, helpdesk, conferencing and events services, and bars. Your focus will be on ensuring these services run efficiently, profitably, and to the highest standards of customer care and safety.

You'll lead a multi-disciplinary team, providing strong management and support while fostering a culture of collaboration, accountability, and continuous improvement. From developing new commercial opportunities to maintaining excellent health and safety practices, you will ensure that every part of our operation aligns with our values and serves the needs of our members. You'll lead on diversifying income, coordinating end-to-end event management support for private bookings and events, managing EHSU internal space booking systems and licensed venue diaries, supporting all stakeholders with the event logistics and hands-on operational management of hosted events and activities.

This is a hands-on, strategic role where you'll be empowered to make meaningful changes, develop services, and contribute to the wider leadership of the Students' Union. If you're ready to bring your energy, expertise, and ideas to a purpose-driven environment that values community and student voice, we'd love to hear from you.



# HOW TO APPLY

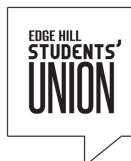
For more information regarding the role, please see the full Job Description & Person Specification [here](#) as well as a guide on how to strengthen your application for Edge Hill Students' Union.

To apply for this role, please click the 'Apply' button underneath the relevant job on our website or click [here](#) to apply

If you have any questions about the process or would like to speak to someone about the role itself, please reach out to Emma Wood, People Advisor & Executive Support on [\*\*SUPeople@edgehill.ac.uk\*\*](mailto:SUPeople@edgehill.ac.uk)







# OUR COMMITMENT TO INCLUSION

Our objective is to build an organisational culture that thrives on the contributions of our talented workforce, their innovative ideas, extensive knowledge, unwavering dedication and strong enthusiasm. We make efforts to attract talented individuals and make significant investments in every stage of their employment journey.

We actively celebrate difference, and respect everyone's individuality and identity. We welcome applications from candidates; irrespective of age, disability, gender, marriage or civil partnership, race, religion or belief, pregnancy and maternity, sex or sexual orientation.

Our commitment is to create an inclusive, equal, diverse and fair workforce, which we believe represents the people here at Edge Hill Students' Union.