



Prifysgol Cymru
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University of Wales
Trinity Saint David

BA(Hons) Business Management
Principles of Human Resource
Management

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Innovation Support Officer – UWTSD Student Union

1. Job Description

Job Title	Innovation Support Officer
Department	UWTSD Student Union
Reporting To	Student Union Manager / Head of Student Experience
Location	UWTSD London Campus (Hybrid working may apply)
Working hours (flexible): Wednesday to Sunday	Full time: 08.30AM to 17.00PM Part-Time: 13.00PM to 17.00PM
Contract Type (1 year contract)	Fixed term: Part-time / Full-time
Salary	£24,000 – £27,000 PAYE per annum (depending on experience & pro rata if part-time) This role is aligned with the UWTSD Student Union professional services pay structure.
Benefits	The position also includes access to university benefits such as annual leave entitlement (28 days including Bank Holidays), pension contributions, and professional development opportunities,

	free parking, mortgage references.
Job Purpose	The Innovation Support Officer supports the development and implementation of innovative initiatives within the Student Union to improve student engagement, services, and organisational efficiency while promoting digital transformation and creative thinking.
Innovation & Idea Development	Support idea generation, assist with innovation workshops, and encourage student participation in innovation in initiatives.
Digital & Technological Support	Assist with implementing digital tools, support technology-driven services, and collaborate with IT to deploy new systems.
Research & Trend Analysis	Conduct research on digital trends, analyse feedback and surveys, and provide evidence-based recommendations.
Project & Administrative Support	Provide administrative support for innovative projects, monitor progress, and maintain documentation.
Stakeholder Engagement	Collaborate with students, staff, and partners while promoting innovative initiatives.
Continuous Improvement	Support process improvements and assist

	in implementing innovation and changing initiatives.
Key Performance Indicators	Successful innovation projects, student engagement levels, quality of research insights, effective stakeholder collaboration.
Skills & Competencies	Creative thinking, digital literacy, communication skills, analytical mindset, adaptability.

2. Personal Specification

Qualifications & Knowledge	Currently enrolled in a relevant degree such as Business Management, HR, Marketing or Digital Business with knowledge of innovation and digital transformation.
Skills & Abilities	Strong communication skills, creative thinking, research and analytical ability, digital competency (MS Office, collaboration tools), and organisational skills.
Personal Attributes	Innovative mindset, curiosity, proactive attitude, adaptability, teamwork, and problem-solving orientation.
Desirable Experience	Experience in student projects, societies, committees, or activities

	involving digital tools or innovation.
Additional Competencies	Awareness of automation, AI, digital workplace trends, and experience analysing surveys or feedback.

3. Definitions of terms

In Human Resource Management as defined by the University of Strathclyde Glasgow (2024), a job description is a formal document that outlines a role's purpose, responsibilities, and reporting relationships. Developed from job analysis, it explains what tasks are performed, how they are carried out, and why they are important. Key components include the job title, job summary, duties and responsibilities, required qualifications and skills, and working conditions. Job descriptions support recruitment, guide performance evaluation, assist in determining appropriate compensation, and help organizations maintain fairness and legal compliance in hiring decisions.

In Human Resource Management a person specification is a structured document that outlines the essential and desirable qualifications, skills, knowledge, and experience required for a particular role. It establishes the profile of the ideal candidate and supports objective evaluation during the recruitment and selection process (LSE, 2019). Typically, it includes criteria such as educational background, professional experience, technical competencies, and personal attributes like communication and teamwork. Unlike a job description, which defines the role itself, the person specification focuses on the characteristics and capabilities required of the candidate.

4. Interview Preparation

To conduct an interview that is both professional and in compliance with HR regulations, according to Criteriacorp.com (2026) the interviewer should adhere to a systematic procedure that is meant to guarantee that applicants are evaluated in a fair, consistent, and objective manner. Structured interviews are conducted in such a way that all applicants are given the same job-related questions and assessed based on preset criteria. This helps to decrease bias and increase the dependability of recruiting choices.

At the beginning of the interview as argued by Wu (2024), a professional introduction should be made to develop rapport with the applicants and to create an atmosphere that is comfortable for them. The interviewer may say something like, "Good morning, and I want to express my gratitude for your presence at this interview for the position of Innovation Support Officer." I am Alexandra Clapa, and I will be the one to conduct the interview that is scheduled for today. During the interview, which will take roughly fifteen to twenty minutes, you will be asked introductory questions, which will then be followed by competency-based questions that are connected to your experience and abilities. This makes applicants feel calmer, which in turn increases the quality of their replies. Establishing rapport at the beginning of the interview is also beneficial.

Warm-up questions are questions that are asked after the introduction. Some examples of these questions include: "Could you briefly introduce yourself and tell us about your academic background?" or "What motivated you to apply for this role?" To establish a relationship with the applicant and ease them into the interview process, warm-up questions are helpful. After that, the interviewer should go on to competency-based questions, which are designed to evaluate key abilities such as the capacity to innovate, digital awareness, analytical thinking, and communication. For ensuring that the assessment process is both fair and consistent, it is recommended that these questions be prepared in

advance and asked in the same sequence for everyone applying for the position (Gov.uk, 2026).

Bristol (2025) argues that active listening, maintaining impartiality, and allowing the applicant ample time to respond are all important qualities that the interviewer should exhibit during the interview. In addition, the interviewer needs to take notes to provide evidence for an impartial assessment after the interview.

At the end of the interview, the person conducting the interview should provide the applicant with an opportunity to ask questions by asking the following question: "Before we conclude, do you have any questions for us regarding the role or concerning the organization?" Because it stimulates involvement and gives more information about the candidate's interest in the work, allowing applicants to ask questions is regarded as good practice in the field of recruiting.

In conclusion, the interviewer should express gratitude to the applicant for their involvement and provide an explanation of the subsequent stages in the process of recruiting.

Why Innovation Matters	Digitisation and automation are transforming roles; organisations need adaptable and creative employees.
Role Contribution	Supports idea generation, digital transformation, and improvements in student experience.
Key Innovative Traits	Creativity, curiosity, flexibility, and problem-solving abilities.

5. Interview questions:

Interview Question	Strong Answer the Recruiter Would Expect	Notes on candidate answers
Describe a situation where you introduced a new idea or improvement.	Candidate demonstrates initiative and creativity by providing a clear example where they identified a problem and proposed a practical improvement. The response should show structured thinking, implementation of the idea, and positive outcomes such as improved efficiency, engagement, or collaboration.	
How would you encourage students to participate in innovation initiatives?	Candidate suggests practical engagement strategies such as innovation workshops, idea competitions, digital suggestion platforms, and social media campaigns. They should emphasise inclusivity, communication, and creating an environment where students feel comfortable sharing ideas.	
How would you support the implementation of a new digital tool?	Candidate demonstrates digital awareness and structured planning. Expected answers include stakeholder consultation, user training, testing phases, collecting feedback, and ensuring	

	smooth adoption of the technology. The candidate should also show adaptability to technological change.	
Tell us about a time you analysed feedback or data.	Candidate provides an example involving data analysis, surveys, or feedback collection. Strong responses explain how the candidate interpreted the information, identified a problem, and proposed evidence-based recommendations or improvements.	
How would you ensure effective collaboration with stakeholders?	Candidate highlights communication skills, active listening, regular meetings, transparency, and inclusive decision-making. Strong responses emphasise teamwork, respect for different perspectives, and maintaining clear communication throughout projects.	

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