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students' union management system

Software Developer
Recruitment Pack

Dear Applicant,

Thank you for your interest in this important role at the University of Lincoln Students'
Union group of companies.

Predominately, as a Charity, we aim to ensure that all our members get the most out of their student
experience at the University of Lincoln, whatever their interests or aspirations. We support students in
numerous ways, such as facilitating a range of opportunities for extracurricular activities including sports and
societies and volunteering opportunities, as well as engaging with Campaigns Groups, academic
representation and running an Advice Centre advising on financial, academic, housing and wellbeing concerns.
We have been blessed with a highly engaged staff team who all work to understand that they are making a
real change to our members' lives every day they come to work.

In addition to our Charitable work, the Charity oversees four trading subsidiaries. These companies range from
providing licensed trading facilities for Students and the local community in our Engine Shed, Towers, The
Swan and The Barge operations, to providing an estate agency and accreditation scheme as well as two very
successful tech companies. The profits from these commercial companies are then re-invested into student
opportunities and support.

The Students' Union Management System (SUMS) Ltd. Is an award winning, sector leading CRM system,
developed by a Students' Union, for Students' Unions. The SUMS platform helps ensure that students at the
University of Lincoln, and all other Students' Unions that have licenced out the platform, have the best possible
experience during their time at university. Our in-house team of developer's custom build modules for the
platform and apps to ensure the experience of the users is continually improving.

We are looking for staff who want to work in a challenging but unique sector, who have the right culture and
professional standards that we need to drive the organisation forward in to the future. We have fun and aim
to create an exciting, vibrant and diverse working environment, whilst maintaining high professional standards
and ensuring expectations are met.

Within this role you will support in continual improvement and best practices throughout the software
development lifecycle.

For an informal conversation about this role, please do get in contact to arrange a time to chat!

James Brooks
Chief Executive

Our Organisation

An SU that makes a positive and noticeable difference to the lives of our members.'

Our Vision is to be…

A Students' Union where every Lincoln student has a great experience and is encouraged and assisted to fulfil their potential both at University and in life.

Our Mission…

We will be an independent, democratic, membership organisation, working in partnership with the University of Lincoln to ensure that our members' voices are heard, amplified and acted upon. We will be an important part of shaping and developing our students' academic, social, sporting and working life by providing services, advice, support and representation to all that need it, so that our students can be work-ready when they graduate.

Our Values…

Approachable
We will make sure that every student knows who we are, where we are, and what we can do for them at any time of the day.

Honest
We will always be honest with our members. Everything we tell them will be the truth – they can trust us.

Dynamic
We will always respond and act quickly to any issues that affect our members, on campus, in the local community, or nationally.

Sustainable
We will educate and provide opportunities for our students to live in a more sustainable and environmentally friendly way during their time in Lincoln. Quality We will make sure that everything we do is to a high standard. In everything we do, we will always aim to be the best.

Quality
We will make sure that everything we do is to a high standard. In everything we do, we will always aim to be the best.

Strong
We will be a strong, sustainable Union that our members can trust to make their experience at Lincoln the best it can be.

About this Role

Software Developer, Full-time, Permanent, 37 hours/week

Negotiable Salary plus competitive benefits including pension, holiday allowance and salary sacrifice schemes.

This is an exciting opportunity for a Software Developer to join a fast growing, dynamic and award-winning organisation. The University of Lincoln Students' Union is a not-for-profit, value led organisation which exists to represent the interests of the 17,000 students and support their wider student experience through extracurricular activity.

In this role you will support in continual improvement and best practices throughout the software development lifecycle.

Details of this post and of all our vacancies, plus details on how to apply, can be viewed on https://lincolnsu.com/vacancies. If you have any queries or if you require any reasonable adjustments to be made throughout the recruitment process, please email: recruitment@lincolnsu.com.

The closing date for completed applications is

If successful, candidates will be invited to a Preliminary Telephone Interview and following a successful telephone interview may then be invited to attend a panel interview and

The University of Lincoln Students' Union is committed to being an equal opportunities employer.

Job Description

JOB TITLE: Software Developer	**DEPARTMENT:** SUMS
LOCATION: Students Union Management Systems Ltd.	**REPORTS TO:** Chief Technology Officer
SALARY: Negotiable, Permanent, Full Time, 37 Hours per week	**DATE:** December 2025

Key Responsibility 1

Platform Development

Develop, and maintain scalable Platforms Services using PHP and Laravel.

Implement APIs, services, and data models to support frontend applications and third-party integrations.

Optimise performance, security, and reliability of backend systems.

Participate in peer reviews for coding and testing.

Use automated tooling to maintain code quality and deployment stability.

Produce clean, efficient, and well-documented code that adheres to team standards and best practices.

Key Responsibility 2

Support and Collaboration

Provide Tier 2 (diagnose and triage) and Tier 3 (code fixes) technical support for SUMS customers.

Troubleshoot and resolve production issues, including performance bottlenecks and data inconsistencies.

Document backend systems and support procedures for internal knowledge sharing.

Participate in the out-of-hours support rota for urgent technical issues.

Key Responsibility 3

Strategy

Participate in the evaluation of new technologies, tools, and practices to improve development efficiency and systems quality.

Support DevOps and development processes, including CI/CD pipelines and sever configuration.

Contribute to the continuous improvement of development processes, tooling, and methodologies, such as Agile and Scrum.

Key Responsibility 4

Core Responsibilities

Be involved in the development of Product features for the SUMS Applications.

Support the maintenance of the SUMS platform.

Stay current with emerging technologies, assess their relevance, and make recommendations for their implementation to drive continuous improvement.

Undertake training as and when required as part of Continuous Personal Development.

In addition, undertake such duties as may reasonably be requested and that are commensurate with the nature and grade of the post.

Additional Information

Scope and Dimensions of The Role	- Work in a manner that reflects the values of the organisation as shown in the ULSU Group constitution and strategic plan, and in line with Union policies and procedures. - To always promote a positive image of the ULSU Group. - Keep abreast of relevant national and local developments and attend conferences, training events and meetings as necessary. - Maintain confidentiality in respect of all areas of the job responsibilities and be aware of current policy relating to the Data Protection legislation. - Engage in appropriate training programmes as identified by your line manager. - Participate in the staff performance and development review scheme. - Actively follow and promote ULSU Group policies. - Some attendance at meetings outside normal office hours may be required. - To undertake such other additional duties as may be required from time to time, within the overall scope of the appointment as directed by the Senior Management Team.

Key Working Relationships	- Chief Technology Officer - Group Chief Executive Officer - Chief Financial Officer - Senior Management Team - Internal Staff Teams (Product Development/Technical Development) - Lincoln Students' Union Staff Team

External Contacts	- SUMS Users – Students' Union Contacts - External Service Providers/Contractors

Author	H Jordan	Date Published	October 2025

Person Specification

Selection Criteria	Essential (E) or Desirable (D)	Where Evidence Application (A), Interview (I), Presentation (P), References (R)
Qualifications:		
• Bachelor's degree in computer science, Software Engineering, or a related field (or equivalent practical experience	E	A
Experience:		
• 3+ years of professional experience in software development, with a track record of delivering successful software projects.	E	A,I
• Proficiency in PHP and Laravel	E	A,I
• Experience with SQL database technologies.	E	A,I
• A solid understanding of data structures, algorithms, and software design principles.	D	A,I
• Experience with version control systems, such as Git Hub.	E	A,I
Skills and Knowledge:		
• Familiarity with cloud computing platforms (e.g., AWS, Azure, Google Cloud).	E	A,I,P
• Knowledge of Agile or Scrum development. environments.	E	A,I
• Excellent problem-solving, analytical, and critical thinking skills.	E	A,I
• Good planning and organising skills.	E	A,I
• Knowledge of AWS applications.	D	A,I
• Articulate with excellent communication skills.	E	A,I
Competencies & Personal Attributes:		

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• Excellent attention to detail	E	A,I
• Innovative, with strong problem-solving skills	E	A,I
• Ability to work with minimum supervision and meet deadlines.	E	A,I
• Ability to work within a fast-paced team environment.	E	A,I
• Passion for technology and software development.	E	A,I
Business Requirements:		
May be required to work the occasional evenings and weekends	E	A,I

Essential Requirements are those, without which, a candidate would not be able to do the job.

Desirable requirements are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

Please refer to the Guidance for Applicants accompanying this Recruitment Pack for further information.

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Guidance for Applicants

Equality & Diversity

The University of Lincoln Students' Union is committed to ensuring all applicants have an equal opportunity when going through the recruitment process. As such, to ensure a fair process, this guidance document has been created to ensure all applicants have the same information. At any point during the recruitment process, if you require any help or reasonable adjustments made during the process, then contact recruitment@lincolnsu.com where a member of the HR Department will help you as best as they can.

Data Protection

Information provided by you in your application may be copied for use during the recruitment process. Once the recruitment process is completed, the data supplied by unsuccessful applicants will be stored for at least 6 months and will then be destroyed. The application of the successful candidate will be retained and used as part of the employee's personnel file.

Applicant Declaration

The applicant declaration form is available to download from our website https://lincolnsu.com/vacancies/staff. Please ensure that this is filled out accurately as your application will not be processed if it is incomplete from question 2 onwards. Any information provided in this section will not be used as part of the application process and will be removed to ensure no bias by any members of the panel.

Please let us know if any adjustments are necessary to any part of the recruitment process in order to cater for a disability. If you are offered the position, any adjustments that may be required will be considered in consultation with you. Please contact the HR Department on recruitment@lincolnsu.com if you wish to submit your application in an alternative format.

CV and Cover Letters

Along with an Applicant Declaration form, applicants must submit a CV and Cover Letter to be considered for a vacancy. Any information that you wish to be included in the application process must be included in the CV and Cover Letter. There may be certain situations whereby additional supplements will be accepted, such as portfolios, but these will be requested on the job advert.

Rehabilitation of Offenders and Disclosure

You are required to list any convictions that are not spent under the Rehabilitation of Offenders Act 1974. These will not be taken into consideration unless they are relevant to the duties of the post. If you need any further guidance, please contact the address on the previous page. Under the Police Act 1997, a Disclosure may be required from the Criminal Records Bureau prior to the confirmation of an appointment. A copy of the Criminal Records Bureau Code of Practice on Disclosure is available on request.

Education & Training

On your CV, you should include any formal education that you have received, with grades. E.g. University, Sixth Form, etc. As well as the details of any professionally accredited training courses that you have completed, with details of professional membership bodies, including any membership expiry dates if applicable.

Details of Relevant Training Courses Attended

Please also include any personal development courses in your application, such as First Aid, or Microsoft Suite training, along with the expiry date if applicable and the training provider if different to your most current place of employment.

Employment

Please provide details of your current/most recent employment, along with any notice period required. Then please provide a summary of your main duties and responsibilities within your role. This section does not need to be too long but a brief outline of what you did within your role.

Previous Employment

Please include information on your employment and voluntary history for the past 10 years, including length of employment, what the role was, and key responsibilities during that employment. Each section regarding key responsibilities does not need to include too much information, but just a brief overview of your main duties.

Experience

You should explain how your previous experience will allow you to fulfil the role you are applying for. The Job Description and Person Specification, which can be downloaded from the vacancy page, will help you tailor your experience for the role that you are applying for.

References

On the applicant declaration form, please ensure that you provide contact information for two references, with at least one being from your current or most recent place of employment. We understand that you may not wish for references to be contacted in case you feel that it would affect your current employment. As such, we would like to assure you that we will not contact references unless you are offered the role and then only once we have received signed and written consent from yourself that you are happy for your references to be contacted