

## Role Profile

<b>Role title:</b>	Education Assistant
<b>Salary:</b>	£12.60 per hour + holiday pay
<b>Full/Part Time:</b>	Part-time (flexible hours based on availability and team needs, but predominantly between 9am – 5pm, Monday – Friday – to be discussed with line manager)
<b>Contract term:</b>	Zero Hours Contract (fixed term, regular hours starting in September 2025 until June 2026)
<b>Accountable to:</b>	Students' Union Senior Education Coordinators
<b>Accountable for:</b>	No direct reports
<b>Hours:</b>	Zero hours (Minimum 4 hours per week expected. Fewer hours may be possible upon agreement with the manager)
<b>Location:</b>	Usually located at the main Students' Union Building.
<b>Eligibility:</b>	Applications are open to all current students at the University of Manchester who are eligible to work in the UK. Students are encouraged to apply whether they are or are not a current Student Rep. Applicants must be students for the entire 2025/2026 academic year.
<b>Benefits:</b>	We offer a great range of benefits. You can see them <a href="#">here</a> .

## Our Organisation

We are Manchester Students' Union, the biggest SU in the country, supporting over 40,000 students throughout their time at university. We help to make student life the best it can be by supporting students to campaign for change, creating opportunities to meet new people, providing employment opportunities, providing advice and support and being a safe place on campus.

We are a values-centred organisation that employs around 90 permanent, full-time members of staff. We recruit a wide range of roles throughout the year within all our departments from our Commercial team operating Manchester Academy Venues, 13 Media, Bar 532 & Kitchen and Corridor Coffee to our Student Activities, Student Engagement, Marketing and Communications, Finance, HR and Facilities teams. Our team of around 400 part-time, studying staff are instrumental in providing to support to all departments as well as leading major projects like Student Angels. When you join UMSU, you'll be immersed in an environment that empowers staff to make great things happen and we're always on the lookout for innovative, passionate, and proactive people to join us.

Our staff team is led by our senior leadership team who are instrumental in driving our strategy at UMSU. It's made up of our CEO, COO, 3 Directors and 2 Associate Directors. We are governed by our trustees and Exec Officers, you can find out more about that [here](#). All our permanent, full-time roles are graded (Grade A-E) which means that there is a clear path to your development and progression whilst at UMSU.

## Our Organisational Values

Our values are really important to us and shape the work that we do every day. As part of our recruitment process, we want you to demonstrate how your experiences, behaviours and skills align with our values.

Our values are

- We put students at the heart of what we do
- We provide a 'great experience' service
- We believe in improvement and progression
- We are a community
- We are open and transparent
- We are inclusive

You can find more detailed explanations of our values on [our website](#).

### **Role Overview**

The Education team supports over 1500 student representatives to gather feedback and make effective change. We are committed to developing and improving our programme of activity to enable us to offer the best support to our student representatives, as such the role aligns most closely with the first and second of the Union values.

The Academic Representation Assistants will support the Education team in the delivery of the Academic Representation programme, working directly with the Student Reps, Academics and Professional Services staff.

The purpose of the role is to deliver excellent service and support to student representatives and school reps through data management, information provision, and promotion and communication. Please note this is not a representative role and you will not be responsible for change-making in the schools you support.

### **Key Result Areas**

<b>Responsible for</b>	<b>Contributor to</b>
Responding to Academic Rep queries in person and via email providing excellent and timely customer service.	Providing efficient administrative support, including accurate record-keeping when dealing with event sign-ups, working with academic rep data, or questionnaire results in line with GDPR.
Managing and developing the Student Rep newsletter to ensure regular contact with reps and sharing opportunities to help them get the most out of their role.	Supporting student rep training as a facilitator to create a more engaging training experience for reps. This may include assisting with activities or delivering a section of training to an in-person or online audience.
Writing 'Student Staff Liaison Committee' reports. The reports are based on feedback	Involved in the delivery of engagement projects and events as appropriate, such as Welcome

provided at course feedback meetings (known as Student Staff Liaison Committees) where Academic Reps provide feedback about their course to their academics. Reports are written for each faculty each semester to identify issues and trends and to help the team lobby for change at appropriate committees.	Week activities, Academic Awards, or assisting the facilitation of feedback events such as focus groups. There will be a briefing before you assist with student engagement activities to ensure you are supported.
Delivering smaller scale engagement projects and events, including but not limited to Rep of the Month, SU on Tour (an on-campus student engagement activity where the team go out to speak to students) and tasks deemed appropriate by the manager to raise awareness and visibility of the work the Education team do.	You may also be asked to complete some basic HR recruitment duties such as shortlisting and sitting on interview panels.

### **Organisational Stewardship & Leadership Responsibilities**

- You'll participate in team planning days.
- You'll assist in key Students' Union events & activities throughout the year including Welcome Week, elections and supporting the officers in delivering their plans.
- You'll perform duties in line with the Union policy & procedure framework.
- To contribute to maintaining communal areas and team stores

### **Person Specification**

Criteria	Assessed at:			
	Application Form	Interview	Interview Task	All
<b>Education</b>				
Current student at the University of Manchester	✓			
<b>Skills</b>				
Attention to detail – completing admin duties to a high standard like analysing data and compiling reports whilst upholding confidentiality	✓	✓		
Growth mindset – willingness to constantly improve, learn new skills, engage in training, proactively use existing transferable skills, ask questions, be curious!	✓			
Communication – good written and spoken communication, ability to	✓	✓		

effectively communicate with various audiences, empathetic and respectful.				
Customer Service - ability to relate and speak to students whether in person or via email and support them with issues/questions. Creating a welcoming space for all, continually seeks ways to improve services.	✓			
<b>Personal Attributes</b>				
Collaborative – great at working collaboratively with team members, seeks ways to ensure all voices are heard, works with colleagues to problem solve		✓		
Independent – great at working autonomously, able to effectively prioritise multiple demands.	✓			
<b>Values &amp; Behaviours</b>				
Understanding of and commitment to the principles of equality & diversity particularly in relation to supporting groups of students.		✓		
Align with the SU's values and behaviours both personally and professionally	✓	✓		

## **Our Recruitment Process**

The way that we recruit is designed to be fair, transparent and inclusive as well as being an enjoyable experience for everyone involved. You should expect to receive great communication and a warm, welcoming experience.

Every member of staff is recruited exactly the same way, by submitting an application form and attending an interview. We use a recruitment platform called StaffSavvy where you'll submit your application and book interviews, if successful.

Our process allows you to show us your authentic self, gives you a platform to display your skills and knowledge in relaxed and welcoming setting. We'll never put you under any necessary pressure on you, ask you trick questions or interrogate you in an interview and we'll support you all the way through our process.

**Top Tip:** our roles can be quite competitive, so we recommend applying as soon as possible as we often close applications early!

If you'd like further information or support regarding our recruitment process, we recommend that you read our full recruitment guide for applicants [here](#).