

Role Profile

Role title:	Financial Wellbeing Assistant
Salary:	£13.45 an hour + holiday pay
Full/Part Time:	Part-Time
Contract term:	Fixed-Term until 31 st July 2027
Accountable to:	Senior Financial Wellbeing Coordinator
Hours:	Zero-hour contract (approximately 6-10 hours per week during term-time dependent on service need)
Location:	Usually located at Essentials (Thornccliffe House, Oxford Road, M13 9NQ), the main Students' Union Building, or across campus
Eligibility:	Open to applicants with relevant skills and experience who are eligible to work in the UK, a current student at University of Manchester, and graduate in 2027 or later
Benefits:	We offer a great range of benefits. You can see them here .

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 Student Financial Wellbeing Assistant is a role based within the Basic Needs team, which aims to provide support for students around food, finances, housing, and other basic needs. Statistics show that money is a key area of concerns for students, as they face an ever-increasing cost of living, rising rent, and financial uncertainty. In semester one of the 2025/2026 academic year, 30% of students seeking support from the Advice service did so due to their financial circumstances.

This role will be a key part of our work to ensure that students feel supported at the Students' Union. You will work closely with the Senior Financial Wellbeing Coordinator to support the delivery of a variety of financial wellbeing initiatives, and provide additional support within the team as required. This includes promoting the support services available at the Students' Union and establishing a supportive and welcoming community for students that access the service.

The Financial Wellbeing Assistants will be expected to work a flexible shift pattern with most shifts taking place Monday-Friday during the day, and some occasional evening and weekend work as needed. A core part of the role involves supporting the Senior Financial Wellbeing Coordinator with the set up and delivery of financial literacy workshops and events. They will also contribute to exploring new and creative ways to engage students and help to address the basic needs challenges they face.

Our Financial Wellbeing Assistants will help place students at the heart of everything we do, supporting the Union's commitment to inclusivity, community, and delivering excellent service. You will be trained at a foundational level across basic needs advice, enabling you to handle straightforward queries, signpost to appropriate services and share holistic financial advice. You will also be able to escalate urgent matters to senior staff members. You will receive training to develop public speaking skills and financial knowledge to confidently assist in financial wellbeing workshops.

We're looking for someone who can establish positive relationships, is well-organised, and confident working both independently and as part of a team. Excellent communication skills, ability to identify gaps and suggest ways to improve the service, and a genuine commitment to student support are essential. The ideal candidates will also be growth-minded and keen to develop their own awareness and understanding of financial wellbeing and processes.

Key Result Areas

Responsible for	Contributor to
Supporting the Senior Financial Wellbeing Coordinator with financial wellbeing projects	Increasing students' awareness of the SU's support services and improve students' financial literacy.

and campaigns including National Student Money Week.	
Staffing in person promotional stands for University and Student Union events such as Freshers and Open Days.	Increase students' and prospective students' awareness of the support the Students' Union and Essentials offers.
Co-presenting in person and online financial wellbeing workshops, sharing lived experience of the challenges students face with the cost of living.	To develop students' financial literacy and confidence understanding complex financial processes.
Office-based administrative tasks, record management, monitoring the email inbox and replying to student enquiries.	Ensure the Financial Wellbeing work continues to be relevant and tailored to current students and their needs.
	Ensuring students have a safe and supportive space to receive necessary support.

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
Education				
Current student at a University of Manchester	✓			
Skills				
Time management skills – you will efficiently manage your time through different queries/demands by prioritisation	✓	✓		
Teamwork – demonstrated ability to work as part of a team, working together to make sure objectives are met		✓		
Customer service - understanding how to respond to sensitive or difficult situations in a calm manner*				✓

Communication - ability to convey information/advice/guidance to a diverse range of customers*	✓			✓
Creative thinking – willing to ask questions, identify gaps in the service and not afraid to try new ideas to improve support.		✓	✓	
Personal Attributes				
Growth minded- Demonstrates a strong interest in improving financial literacy and wellbeing, with a commitment to empowering others.				✓
A friendly yet professional manner, with the ability to provide empathy and support to students facing difficult circumstances				✓
Dedicated – committed to the role and reliable when attending shifts.	✓	✓		
Driven – motivated to identify what activities need to be completed, working using initiative				✓
Values & Behaviours				
Align with the SU's values and behaviours both personally and professionally				✓
Insight driven – always looking for ways to collect data from a range of sources to measure the impact of your work on the student community or to inform your work				✓
Collaborative – great at working collaboratively with team members, seeks ways to ensure all voices are heard, works with colleagues to problem solve	✓	✓		
Active Bystander – continually seeks to dismantle barriers, ensures all working practises are accessible, seeks to ensure all voices are heard and factored in when making decisions				✓

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 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.

You can find more information about our recruitment process on [our website](#).