

Role Profile

Role title:	Fundraising Support Assistant
Salary:	£13.45 per hour + holiday pay
Full/Part Time:	Part-Time
Contract term:	Zero Hours
Accountable to:	Senior Volunteering & Fundraising Coordinator
Hours:	Approximately 10 hours per week during term-time
Location:	Usually located at the main Students' Union Building with an option to work some hours remotely
Eligibility:	Open to applicants with relevant skills and experience who are eligible to work in the UK and a current student at either UoM, MMU or UoS graduating 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 48,000 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, 4 Directors and 6 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

Every year, individual students, societies and clubs raise £100,000+ for local, national, and international causes through the Students' Union. The Fundraising Support Assistant plays an essential role in ensuring fundraising across the union comply with legal guidelines and that students are supported to be confident and ethical fundraisers.

The role is a key liaison point between student fundraisers, the Students' Union, and charity partners. The role will also support the work of the Students' Union Volunteering & Fundraising team and the delivery of fundraising projects.

The Fundraising Support Assistant will uphold and implement ethical fundraising practice and excellent record-keeping whilst delivering excellent service and support to student fundraisers through information provision, practical support, event support, and promotion and communication.

This role is student-facing, requiring excellent customer service and communication skills. In addition, the candidate will regularly use of a range of software packages including Microsoft Word, Excel, and Outlook. The candidate will deal with numerous email, telephone, and face-to-face enquiries and must be able to balance priorities and take an organised approach to ensuring tasks are completed across the working week.

Responsible for
Maintaining tidy and correct records of student fundraising – from enquiries, to planning, to financial methods and eventual transfer to charity.
Communicating in a professional and timely manner to charity partners when arranging transfers.
Confidently and accurately calculating all chosen fundraising methods per event – such as counting cash buckets, liaising with the Finance Team for PDQ card reader totals and confirming expenses deductions with the student fundraisers.
Highlighting and flagging when compliancy issues occur, and working with the Senior Volunteer & Fundraising Coordinators to resolve these.
Contributor to
Contributing to the growth of a confident, active and engaged student fundraising community within the Students' Union.
Contributing to the successful delivery of RAG week, which is returning for the 26/27 academic year.
Career Development
Stakeholder relationship management

This is not an exhaustive list of responsibilities and you may be asked to carry out other duties appropriate to the role.

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				
We accept candidates from any educational background.				✓
Skills				
Excellent record-keeping and administrative skills				✓
Awareness and knowledge of fundraising best practice and law				✓
Proficiency in Microsoft Excel and Power Automate				✓
Ability to support and advise fundraisers confidently				✓
Processing donations and maintaining financial records				✓
Personal Attributes				
Professional and approachable manner				✓
Proactive and supportive attitude				✓

Ability to work independently and as part of a team				✓
Student-focused and passionate about empowering student-led activity				✓
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				✓

Please note that all of the above criteria are desirable unless marked with an asterisk (), which indicates essential requirements.*

Training & Development

We don't expect you to meet every single requirement listed above. When you join us, you'll be part of a supportive team where learning is encouraged and built into everyday work.

- On-the-job learning:**
 Most training will happen naturally as part of your role, with colleagues and managers supporting you to pick up new skills. You'll gain experience in how to process donations, set groups for their fundraising events, maintain accurate and compliant records, as well as upskilling students and societies in ethical fundraising training.
- Independent and formal learning:**
 We regularly learn and share best practice and industry standards from fellow SU Fundraising teams and sector resources. We have our in-house Fundraising 101 training which forms the basis of your role induction.

Working Arrangements

The Volunteering & Fundraising team is based in the Activities Office, on the 1st Floor of the main SU building.

Flexibility/Remote Working

We hot desk within the Activities Office, but there is potential for some remote working within this role.

Hours/ Patterns of Work

Core hours are 9-5pm and we will schedule shifts within this, and flexibly with your university schedules and commitments. We have cash counting scheduled for Wednesday mornings, so a shift at this time is required, the rest of the week is flexible.

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](#).