

Role Profile

Role title:	Head of Student Basic Needs and Partnerships
Salary:	£35,800 - 40,000
Full/Part Time:	Full-Time
Contract term:	Fixed-Term 12 months (with a possibility of extension)
Accountable to:	Director of Student Engagement
Accountable for:	N/A
Hours:	Standard hours are 35 hrs per week – these hours can be worked flexibly we are happy to discuss alternative working patterns
Location:	Usually located at the main Students' Union Building, and there is an option for some home working where duties do not need to be delivered on site (60-100% on site working)
Eligibility:	Open to applicants with relevant skills and experience who are eligible to work in the UK at the start of employment
Rewards package:	We offer a great rewards package which you can see 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 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

It is an exciting time to join the University of Manchester Students Union as we launch the Support and Wellbeing Hub, a key initiative aimed at supporting student wellbeing and basic needs. We believe that all students should have access to the resources and support necessary to thrive during their time at the university, particularly as the rising cost of living and the diverse needs of our student body, including international students, create new challenges. Head of Student Basic Needs and Partnerships will play a crucial role in shaping and implementing services that systematically reduce barriers to wellbeing and ensure students can fully engage with all the university has to offer.

In this new role, Head of Student Basic Needs and Partnerships will work on the strategic development, management, and leadership of the university's Support and Wellbeing Hub, a central service designed to provide holistic support for students' basic needs, including financial stability, mental health, food security, housing, and social wellbeing. The role requires a dynamic and compassionate leader who can oversee operations, develop partnerships, and drive innovative support initiatives that contribute to student success and wellbeing. This individual will work closely with internal university teams and external stakeholders to ensure students receive high-quality, timely support in all aspects of their university life.

The successful candidate will over time manage a dedicated team of student staff, volunteers, and service providers, and will collaborate with other departments to ensure that the hub becomes a leading national model for student wellbeing and basic needs services.

There is a lot of support available to the candidate from the other Student Union teams such as finance, HR, marketing, research & insights, advice, student development, international student engagement, and the elected officers, as well as our university colleagues as well.

We encourage candidates from all backgrounds to apply, whether or not your experience is within the university sector or student services. As long as you are open to learning, willing to research, and have the relevant skills to lead and collaborate effectively, we would love to hear from you.

Key Result Areas

Responsible for	Contributor to
<p>Leading the development of the Student Support and Wellbeing Hub that meets the diverse needs of students. This includes overseeing the design, development, and delivery of key support programs, including food security, financial assistance, housing support, and mental health and wellbeing initiatives. This can include leading initiatives that educate students on financial literacy, healthy eating, mental health management, and sustainability, ensuring these are integrated into the hub's services. Additionally, developing and implementing crisis support systems ensures students in immediate need have rapid access to emergency financial, housing, or wellbeing support.</p>	<p>Representing student basic and wellbeing needs in policy discussions and decision-making processes. Ensuring compliance with relevant Student Union and University policies and legal requirements, including data protection, safeguarding, and equality and diversity regulations.</p>
<p>Management of the hub's day-to-day operations, including budget oversight, staffing, and resource allocation, while implementing policies and operational frameworks to support service growth and sustainability. Oversee the recruitment, training, and management of student staff and volunteers to ensure effective frontline service delivery.</p>	<p>Staying updated on sector trends and innovations in student support. That could include exploring and developing new service models that address emerging student needs, such as digital wellbeing support and remote access.</p>
<p>Building and maintaining productive relationships with key stakeholders and internal university services, such as the Advice Centre, Counselling, Careers, and Academic Services, to create a seamless referral process for students needing specialised support.</p>	<p>Working with the marketing team to promote the Student Support and Wellbeing Hub by developing engaging content and outreach strategies that highlight the available services.</p>
<p>Developing and maintaining external partnerships with local organisations, charities, and service providers, such as food banks, housing services, and financial institutions, to enhance the range of support offered to students.</p>	
<p>Developing mechanisms for student feedback and input, ensuring two-way communication between the Students' Union and students. This includes supporting the refinement of services based on student feedback, ensuring that all programmes and initiatives are student-centred and inclusive.</p>	

Organisational Stewardship & Leadership Responsibilities

- You'll contribute to departmental planning processes and hold teams accountable for performance against key goals and indicators

- You'll understand key risks for area of work and ensure risk assessments are conducted against relevant activities
- You'll assist and support staff in assisting in key students' union events & activities throughout the year including Welcome week, elections and supporting the officers in delivering their plans
- You'll lead teams acting as an exemplar of the Union behaviours ensuring all staff are given appropriate support in line with the Union management framework and teams are consistently held accountable for delivering against expected performance standards (both role performance and behaviours)
- You'll ensure that teams activities are delivered in line with budget envelope and ensure any risks to financial targets are highlighted. Contribute to the forecasting & budgeting exercises in line with the organisational framework
- You'll hold good working knowledge of policy and procedure as it relates to the team's function, ensure that the team is knowledgeable in the policy and procedure that affects them and provide guidance to staff on application of the policy framework
- You'll proactively contribute to maintaining the communal spaces and ensuring whole team share responsibility for managing team stores and ensuring whole team share responsibility for managing team stores and keeping areas clean and tidy

Person Specification

Criteria	Assessed at:			
	Application Form	Interview	Interview Task	All
Education				
We accept candidates from any educational background.				
Skills				
Strong interpersonal and communication skills, with the ability to engage with others in a clear and supportive manner				✓
Strong strategic planning skills, with the ability to set and achieve long-term goals while adapting to changing student needs	✓			
Strong ability to advocate for the needs of others and ensure that services are designed with the user's best interests in mind	✓			
Strong problem-solving skills with a solutions-focused approach to managing crises and student challenges			✓	
Experience/Knowledge				
Experience working with diverse individuals or groups, and building positive, collaborative relationships and partnerships				✓

Knowledge of current issues facing students in higher education, particularly around wellbeing, and financial stability				✓
Budget management experience, with an understanding of resource allocation, cost control, and financial reporting	✓			
Experience with data analysis and reporting, particularly in the context of service improvement and impact measurement	✓			
Experience in designing and managing food security programs, housing support, or emergency financial services			✓	
Experience of embedding equity and diversity in daily work activity		✓		
Personal Attributes				
Ability to thrive in a dynamic and fast-paced environment, responding to student needs and changes within the university landscape	✓			
A strong commitment to supporting students from all backgrounds, understanding their challenges, and offering effective, student-centred solutions				✓
Willingness to explore new approaches to student support, embracing creativity and innovation to continually improve services			✓	
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				
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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](#).