

Role Profile

Role title:	Helpdesk & Box Office Assistant
Salary:	£12.60 per hour + holiday pay
Full/Part Time:	Part-Time
Contract term:	12 hours per week, annualised (term-time)
Accountable to:	Front of House Manager
Accountable for:	N/A
Hours:	12 hours per week
Location:	Usually located at the main Students' Union building (where Academy 3, 2 & Club are located) and the Manchester Academy next door. You may be required to work at other sites if necessary, though this is very unusual.
Eligibility:	Open to applicants with relevant skills and experience who are eligible to work in the UK at the point of employment and a current student at University of Manchester graduating in 2026 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 role covers both the Helpdesk and Box Offices, and while some duties are spread between these two roles, they are also quite distinct.

The helpdesk acts similarly to a reception during the day. Our job is to welcome students, customers and visitors to Manchester Students' Union and Manchester Academy Venues. You will be faced with a wide range of questions relating to the University and Students' Union, which should be either dealt with directly where possible, or guided to the relevant department or contact.

When working the Box Office, the role becomes primarily focused on whichever show(s) are occurring that day. We work alongside the Operations Managers and artist representation to ensure the events go ahead as smoothly as possible. We are expected to be the initial contact for any customer issues that may occur on the night and try to resolve these issues as quickly and effectively as possible.

All aspects of the role are customer facing, dealing with large quantities of communications in-person, or via email and telephone, all of which must be responded to quickly and efficiently. No two days are the same, and there is a wide variety of tasks all staff are expected to deal with.

The role involves processing sales of Manchester Academy tickets through the venues box office as well as the sale of other items such as football tickets and bus passes. We also process and monitor disabled access provisions for the venues, as well as assisting multiple departments and societies with bookings for meeting rooms, foyer stalls, and equipment.

We assist with ticket scanning for shows, managing guestlists and helping with key events throughout the year, including Festivals, Welcome Week and any other events, including elections, if necessary. You will also be expected to undertake general reception duties including managing post and deliveries, recording and monitoring lost property and contacting security and emergency services as required.

Our ideal candidate will be approachable and engaging with customers as well as adaptive to a challenging and changeable range of situations. You should be able to remain calm in busy environments and be able to use your initiative to identify and prioritise tasks during down time to maintain operations run smoothly. We're looking for someone reliable to deliver consistent high

standards in line with the company standards.

Shifts and Working Hours

Normal working hours are between 8:45am and 10pm, and we are open 7 days a week for the majority of the year. Due to the nature of the role you will need to be able to work flexibly, including occasional club nights (till 1/2am), weekends, bank holidays, and sometimes over the Christmas / New Year period.

The role does offer flexible hours; however, we require an availability commitment of at least 3 shifts per week during peak times (September-December and February-May). We offer flexible elective hours over Christmas, Easter and summer.

As a live music venue, certain shifts are subject to cancellation at short notice and you may also be asked to work at short notice or in addition to your given availability, dependent on the demands of the SU and Academy venues.

Key Result Areas

You'll be an ambassador for the Union and Academy venues, delivering excellent customer service to students, staff, and members of the public. You'll do this by greeting our wide range of visitors, trying your best to resolve queries directly or signposting individuals to other services if needed.

Responsible for	Contributor to
Acting as the first point of contact for students, visitors and customers at the Students' Union helpdesk. Providing information about the Union's services and facilities in person and via email / telephone.	To assist multiple departments with bookings for meeting rooms, foyer stalls, and equipment.
Ensuring the smooth running of the Box Office for Manchester Academy Venues, using ticketing software, scanning devices, and EPOS till systems. You will also be expected to enforce established guidelines involving the issuing of door sales, distribution of tickets for collection and management of guest lists.	To assist in key events throughout the year, including Festivals, Welcome Week and any other key events, including elections, if necessary.
To process the sales of Manchester Academy tickets through the venues box office as well as the sale of other items such as football tickets and bus passes.	To assist with general reception duties including managing post and deliveries, recording and monitoring lost property and contacting security and emergency services as required.
To process and monitor disability access provisions for the venues.	

Person Specification

Criteria	Assessed at:			
	Application Form	Interview	Group Task	All
Education				
We accept candidates from any educational background.				
Current University of Manchester student	✓			
Skills				
Communication – confident at communicating with a wide range of queries, great at resolving conflict, able to give and receive feedback, approachable manner	✓			✓
Adaptability – great at working collaboratively with team members, adaptable to changing circumstances, working in a fast-paced environment and the changing needs of customers		✓		
Independent – great at working with autonomy, using initiative to identify tasks, confident at working independently without supervision or direction		✓		
Conflict resolution and delegation – confidence when resolving conflict, handling problems effectively, creatively coming up with solutions, and knowing when to escalate an issue to another member of staff.	✓			
Personal Attributes				
Reliable – does what they say they will do, great at communicating changes in availability in advance, punctual		✓		
Multi-tasking – able to handle multiple demands at the same time as delivering excellent customer service, great at identifying tasks that need to be done, confident in prioritising tasks with no instruction	✓			

Teamwork – great at working collaboratively with team members, adaptable, contributes to achieving team goals, works well with others to problem solve	✓			✓
Approachable – great at always maintaining a friendly and approachable demeanour, confident in handling customer enquiries and complaints, works well within a team and can build good working relationships	✓			
Values & Behaviours				
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 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](#).