

Role Profile

Role title:	Insight & Data Coordinator (For Academic Experience)
Salary:	£24,863
Full/Part Time:	Full-Time
Contract term:	Fixed-Term for One Year
Accountable to:	Senior Insight & Data Coordinator
Accountable for:	Academic Experience
Hours:	35 Hours per Week
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 recent graduate from the University of Manchester (i.e. if you graduate in July or December 2025)
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 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

At the University of Manchester Students' Union, our mission is to be the voice of students at Manchester, effecting change and enriching student life together. Central to this mission is our commitment to understanding and championing the academic experiences of our students through rigorous research, meaningful insightful and extensive data analysis. The Insight & Data Coordinator for Academic Experience plays a pivotal role in achieving our strategic objectives by providing deep insights into the academic lives of our students. This role is integral in ensuring that the Students' Union remains informed and responsive to student needs by regularly gathering and analysing feedback. Through this continuous engagement, we can effectively advocate for improvements and support initiatives that enhance the overall academic experience.

This role is embedded within the Marketing & Development directorate, which includes the Marketing & Communications, Events and Design teams. These teams work collaboratively to support our research initiatives, ensuring our findings are effectively communicated and utilised to drive impactful change. The primary goal of this department is to amplify the student voice through innovative campaigns and data-driven insights, fostering a vibrant and supportive academic environment.

This role contributes to the smooth operation of our department by systematically gathering and interpreting both quantitative and qualitative data, the coordinator ensures that our strategies are evidence-based and reflective of student needs. This helps maintain a clear and accurate understanding of student experiences. Crafting detailed reports from the analysed data aids in informing the Education team and other stakeholders about current trends and areas needing attention as these reports are crucial for strategic planning and advocacy efforts. Collaborating with the Education team on various campaigns and surveys, such as the Educate MCR & Build Your MCR campaign and the Course Rep survey, ensures that these initiatives are grounded in real student experiences and feedback, thereby enhancing their effectiveness and relevance. And finally, by maintaining strong communication channels with University departments involved in student voice and teaching excellence, the coordinator helps align our priorities with broader academic goals, fostering a unified approach to student support and advocacy.

The role of the Data & Insight Coordinator most closely aligns with our organisational value of putting students at the heart of our work. By equipping the Students' Union and its stakeholders with accurate and actionable insights, this role empowers us to advocate effectively for our students, drive positive changes, and ensure that student voices are at the forefront of our efforts. CrIn essence, the Data & Insight Coordinator for Academic Experience is vital in ensuring that our Students' Union remains a proactive and informed advocate for student needs, leveraging data and insights to enrich the academic journey at the University of Manchester.

Key Result Areas

Responsible for	Contributor to
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Data Collection: Conduct surveys and other research methodologies to gather quantitative and qualitative data on student academic experiences.	Student Representative Engagement: Enhance engagement with student representatives through effective communication and data-driven support.
Data Analysis: Analyse data from various sources, including Students' Union data and published statistics, using tools like Excel, PowerBI & SPSS.	Tracking Performance and Impact: Monitor and report the effectiveness of research activities and their impact on decision-making processes.
Student Voice Report Production: Support the creation of the annual Student Priority Report by gathering relevant insights and monitoring its progress.	Innovative Communication: Support innovative techniques to communicate with students effectively.
University Relations: Maintain and develop relationships with key University contacts to share and coordinate relevant data.	Team Objectives: Report up-to-date student needs and trends through monthly updates and engage in conversations with staff about actions taken from reports.
Subject Expertise: Develop expertise in the Teaching Excellence Framework and related educational issues.	Tasking Student Staff: Provide clear and accurate briefs to student staff for project support
Project Management: Oversee the planning and execution of research projects, ensuring timely delivery and adherence to objectives using Asana (a project management system)	Brand Awareness: Enhance the visibility of the Insight team by creating and publishing blogs and articles.

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	All
Education			
Graduate role: Graduate from the University of Manchester in 2025 (Summer) or submit their dissertation in September 2025	✓		
Skills			
Research project design and implementation		✓	

Quantitative and qualitative data analysis through Excel or other statistical software	✓	✓	✓
Create themes, insight and recommendations on results generated	✓		
Conducting focus groups with presentation skills		✓	
Communication skills which includes ability to ask probing questions and influence people		✓	
Knowledge and understanding of current issues and themes in Higher Education and Students' Unions	✓	✓	
Time management skills	✓		
Project management skills		✓	
Personal Attributes			
Demonstrate confidence, curiosity and flexibility in your work			
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](#).