Role Profile

Role title:	Insight & Data Coordinator
Salary:	£25,360
Full/Part Time:	Full-Time
Contract term:	Fixed-Term for One Year
Accountable to:	Insight & Data Manager
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. This role is open to recent graduates of the University of Manchester.
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, 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

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 ability to understand impact, tell a compelling story with data, and support the work that keeps the Students' Union sustainable and forward-looking. The Insight & Data Coordinator plays a pivotal role in achieving our strategic objectives by supporting consultancy work, engagement and impact participation reporting, University work and commercial work, while helping to advance our brand. This role is integral in ensuring that the Students' Union is able to evidence its impact, generate insight for a range of internal and external audiences, and build the reputation of our Insight function through high-quality, data-driven work.

This role is embedded within the Marketing & Development directorate, which includes the Marketing & Communications and Design teams. These teams work collaboratively to support our insight and consultancy 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 and demonstrate our impact through innovative campaigns and data-driven insights, fostering a vibrant and supportive environment.

This role contributes to the smooth operation of our department by systematically gathering and interpreting both quantitative and qualitative data, ensuring that our work is evidence-based and clearly demonstrates the difference we make. Crafting detailed reports and insight from the analysed data supports engagement and impact participation reporting, informing colleagues, the University and external stakeholders about current trends and areas needing attention. Collaborating with colleagues across the Union on consultancy projects, commercial work and University initiatives ensures these activities are grounded in robust data and delivered to a high standard. And finally, by contributing to how we present and promote our work, the coordinator helps advance the Insight team's brand and strengthen its reputation with internal and external audiences.

The role of the Insight & Data 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, evidence our impact, and support the commercial and consultancy work that sustains the organisation. In essence, the Insight & Data Coordinator is vital in ensuring that our Students' Union remains a proactive and informed organisation, leveraging data and insights to enrich the student experience and grow the reputation of our Insight function.

Key Result Areas

Responsible for	Contributor to
Data Collection: Conduct surveys and research to gather quantitative and qualitative data for internal, University and commercial projects.	Innovative Communication: Support innovative techniques to communicate insight and findings effectively.

Data Analysis: Analyse data from a range of sources, including Students' Union data and published statistics, using tools such as Excel, Power BI and SPSS.	Team Objectives: Report up-to-date needs and trends through regular updates and engage in conversations with staff about actions taken from reports
Engagement & Impact Reporting: Support engagement and impact participation reporting that clearly demonstrates the difference the Students' Union's work makes.	Tasking Student Staff: Provide clear and accurate briefs to student staff for project support.
Consultancy Support: Support consultancy projects for the Students' Union, the University and external clients, contributing insight and analysis to help develop and deliver this work.	Brand Development: Help advance the Insight team's brand by working with our design team to improve our brand.
Project Delivery: Oversee the planning and delivery of research and consultancy projects, ensuring timely delivery and adherence to objectives using Asana (a project management system).	
Commercial Work: Contribute to commercial insight and data projects, including work delivered for the University and external clients.	

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: A recent graduate from University of Manchester	✓		
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		✓	
Experience using SQL, Python or dashboard tools (e.g. Power BI) to analyse data or build reports – desirable, not essential	✓		
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.