

Role Profile

Role title:	International Student Engagement Event and Admin Assistant
Salary:	£13.45 per hour + holiday pay
Full/Part Time:	Part-Time
Contract term:	Zero Hours
Accountable to:	Lilina Butler, International Student Engagement Coordinator
Hours:	Approximately 6 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 UoM 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, 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 International Student Engagement team are looking to recruit a new Event and Admin Assistant to provide support in the areas of event planning, event management, and administration.

The team aims to ensure that international students feel supported, included, and empowered during their time at university. Recognising the unique challenges international students may face, we are committed to trialling new initiatives that reduce barriers and enhance the student experience, while also championing the diverse and valuable contributions international students make to our community.

As an Events & Admin Assistant in this team, you'll be responsible for providing administrative and logistical support towards the delivery of our social events programme. We run two weekly socials, on Wednesdays and Fridays. This role is focussed on delivering the Wednesday Socials which forms our 'International Orientation Programme'. This programme signposts new international students to different support services and opportunities across the University, and will involve collaboration with different support teams across the SU and University. For both socials, community building is a key goal, so you will need to be community-focussed and passionate about helping International students feel included and valued as members of our wider University community.

You may also have the opportunity to support with other areas of the International Student Engagement team's portfolio, such as the Global Buddies scheme, the Global Student Advisory Board, and the International Welcome Festival. As these initiatives continue to grow and evolve, you will play a key role in supporting new ideas, adapting to changing priorities, and helping the team test and refine innovative approaches to student engagement.

This role reflects UMSU's values by putting students at the heart of our work and contributing to a supportive, inclusive community. It will suit someone who is committed to providing a great and inclusive experience for international students, is highly organised, and who thrives in a dynamic and flexible environment.

Key Result Areas

Responsible for
Supporting the planning and delivery of the weekly social events programme (typically 2 events per week), including taking ownership of delivering at least 1 regular weekly session, collaborating with relevant stakeholders, ensuring events run smoothly, are within budget, and achieve target attendance levels.
Monitoring and evaluating event success by tracking attendance, collecting participant feedback, and contributing to basic evaluation reports to inform future planning.
Providing operational and administrative support to the International Student Engagement department. This may involve duties such as answering email queries, monitoring attendance at events, maintaining records, and contributing to project documentation.

Acting as a first point of contact for international students at events and online, building positive relationships, providing accurate information, signposting to relevant services, and escalating queries where appropriate.
Representing the team professionally in all communications, both in person and online, and ensuring accurate and timely information is shared with students and relevant teams
Coordinating with relevant teams at the University and SU to ensure the smooth and successful delivery of joint events.
Contributor to
Supporting the delivery of wider International Student Engagement initiatives, contributing to their smooth operation and positive participant experience.
Contributing ideas and feedback to the development of new initiatives, and supporting the delivery and evaluation of pilot activities to test new approaches to student engagement.
Collaborating with student groups, societies and university departments to support the co-delivery of engagement activities and events.
Supporting promotional activity for events and initiatives, helping to increase student awareness and participation.
Career Development
Event planning and delivery
Monitoring, evaluation and report writing
Teamwork, communication & intercultural competence skills

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				

Experience of organising student-facing events *				✓
Interpersonal & communication – you will be enthusiastic and comfortable engaging attendees and potential guests for our events and able to build positive relationships with a wide range of stakeholders *				✓
Organisation – great at planning ahead, prioritising workload, completing admin duties like emailing, and answering the phone *	✓			
Adaptability & flexibility – able to adapt to changing priorities and contribute to varied and evolving projects				✓
Attention to detail – able to maintain accurate and consistent project documentation in an organised manner	✓			
Stakeholder management – able to work effectively with a range of stakeholders, keeping them informed and coordinating key logistics for successful joint delivery of activities.				
Creative thinking – you will be able to think proactively in devising strategies to maximise both the level and quality of engagement with our activity			✓	
Personal Attributes				
Passion – understanding or lived experience of the international student experience with a passion for building community within the student body *				✓
Accountability & Independence – takes ownership over own areas of work, able to own mistakes and resolve accordingly, great at working with autonomy, managing own time and workload		✓		
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 event planning and evaluation, budget management, administrative processes, and developing engagement initiatives in line with strategic objectives.
- **Independent and formal learning:**
 - You will have access to independent learning resources such as guides and e-learning materials via StaffSavvy

Working Arrangements

The International Student Engagement team is based in the Activities Office in the main SU building.

You will generally be allocated 2 shifts per week. One will be for the delivery of the Social, and therefore it is essential that you are **available in person on Wednesdays from 3-6pm**. Your second shift will be an admin shift. This will generally be scheduled in advance at a recurring time, but some flexibility will be supported where possible.

Please note that this role is **fully on-site** due to the nature of the work.

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](#).

