

Role Profile

Role title:	International Student Engagement Coordinator
Salary:	£24,863 - £27,013
Full/Part Time:	Full-Time
Contract term:	Fixed-Term until 31 st July 2028
Accountable to:	International Student Engagement Manager
Accountable for:	Student Staff
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
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

This is an exciting opportunity to join the newly established International Student Engagement Department at UMSU. The department has been created to help ensure international students feel supported, included, and empowered during their time at university and to promote intercultural engagement among the entire student body. 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 a Coordinator in this department, you'll play a vital supporting role in bringing our projects and priorities to life. You'll contribute to the success of the department by helping to design and deliver new engagement activities, building connections with students, and ensuring the smooth running of events and initiatives by providing administrative and logistical support. Because this work is centred on trialling and refining new ideas, the role will be dynamic and responsive – you'll need to be comfortable with shifting priorities, working flexibly, and adapting to new ways of working as the department grows. Some projects that are under development at the moment and that you will be required to support include a Buddy Scheme, a Language Cafe and an International Student Advisory Board.

You'll also be responsible for managing student staff within the department. This will involve recruiting, supervising, and supporting student casual staff, as well as working closely with them to co-create and deliver projects, campaigns, and events. You'll help bring their ideas to life by providing guidance, coordination, and practical support, ensuring that projects are delivered smoothly and to a high standard. As part of this, you'll foster a positive and inclusive working environment where student staff feel empowered to contribute their perspectives and skills.

Alongside this, you'll play a key role in ensuring the department runs efficiently on a day-to-day basis. This will include managing shared inboxes, responding to enquiries from students and staff, tracking and organising project administration, and maintaining clear communication channels. Strong organisational skills and attention to detail will be essential, as you'll often be the first point of contact for students seeking support or information.

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.

Please note that occasional evening and weekend work may be required

Key Result Areas

Responsible for	Contributor to
The planning and delivery of international student engagement projects, including events, campaigns, and community-building activities. You will be required to support the smooth delivery of project tasks, such as setting up spaces, preparing materials, and managing event logistics.	You may also be asked to contribute to the design and development of new initiatives, with guidance and support from the International Student Engagement Manager. This may involve sharing ideas and feedback to shape new initiatives, and helping to trial and evaluate new activities, services, or approaches.
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.	Assisting in the creation of content and communications that resonate with diverse student groups. This may include website content, social media posts, or email communications.
Building positive relations with international students and student groups. This may involve acting as a point of contact for questions, and escalating issues where appropriate, as well as gathering insights and feedback to shape activities.	Contributing to the enhancement of the SU's understanding of international student experiences, cultures, and perspectives. This will involve gathering insights from students, sharing learning with colleagues, and embedding cultural awareness into projects and activities.
Collaborating with other departments and student societies to co-deliver engagement activities.	
Representing the department professionally in all communications, both in person and online, and ensuring accurate and timely information is shared with students and relevant teams	
Managing student staff – you'll start by supervising one student staff member, and work closely with the International Student Engagement Manager to plan how and when to expand the team.	

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				
Organisation – great at planning ahead, prioritising workload, completing admin duties like emailing, and answering the phone	✓			
Project management - able to coordinate multiple tasks and people, keep projects on track, manage timelines, utilise appropriate software, and support the delivery of events and initiatives from planning through to completion	✓			
Attention to detail – able to maintain accurate and consistent project documentation in an organised manner	✓			
Adaptability & flexibility – able to adapt to changing priorities and contribute to varied and evolving projects		✓		
Creative thinking – great at thinking outside the box, coming up with new ideas and not being afraid to try different ways of doing things			✓	
Interpersonal & communication – able to build positive relationships with a wide range of stakeholders and communicate with diverse audiences empathetically and effectively				✓
Personal Attributes				
Passion – understanding or lived experience of the international student experience with a passion for implementing improvements and trialling new initiatives				✓
Accountable – takes ownership over own areas of work, able to own mistakes and resolve accordingly, confident to hold others to account	✓			
Independent – great at working with autonomy, trying new ideas, able to manage 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				✓

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](#).