

## **Role Profile**

<b>Role title:</b>	IT Digital Support Coordinator
<b>Salary:</b>	£24,520
<b>Full/Part Time:</b>	Full-Time
<b>Contract term:</b>	Fixed Term 1 Year
<b>Accountable to:</b>	Associate Director of Insight and Data
<b>Accountable for:</b>	IT Digital Support assistants
<b>Hours:</b>	35 Hours per Week
<b>Location:</b>	Usually located at the main Students' Union Building with an option to work some hours remotely
<b>Eligibility:</b>	A University of Manchester graduate (graduated between 2022-24 or graduating in December 2024) with relevant skills who are eligible to work in the UK from the start of employment. We do not sponsor visa applications.
<b>Benefits:</b>	We offer a great range of benefits. You can see them <a href="#">here</a> .

## **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**

As the IT Digital Support Coordinator, your primary goal is to ensure the smooth functioning of IT and digital systems within the Students' Union. By leading the IT support team and resolving technical issues, you'll play a key role in creating a positive digital experience for both students and staff. Your efforts will directly contribute to the organization's goals of providing a digitally inclusive environment, enabling users to work efficiently and confidently with technology.

This role sits within the Insight and Data team (headed by the Associate Director of Insight and Data), which focuses on maintaining and improving the Students' Union's digital infrastructure. The IT department's goals focus on driving a comprehensive digital transformation within the Students' Union by enhancing workflow efficiency, improving data management, and providing robust IT support. Key initiatives include overseeing digital projects, conducting digital and data assessments, and creating governance documents to ensure secure data handling. The department aims to strengthen relationships with university stakeholders and external vendors while developing training materials to boost staff confidence in using digital tools. By training student IT staff for daily system support and maintaining an up-to-date inventory of all systems, the department will improve overall efficiency and collaboration, aligning with the Union's vision of becoming a digitally empowered organization that supports student success and operational excellence.

You'll support digital transformation of the Students' Union by creating a well-informed plan and implement efficient digital operations. Your work will focus on improving workflow efficiency, managing data securely, and providing reliable IT support to both staff and students. You'll play a key part in overseeing digital projects, conducting assessments to optimize systems, and developing governance practices that keep our digital environment safe and effective. By training and guiding staff, you will ensure daily IT needs are met while boosting staff confidence in using digital tools.

The IT Digital Support Coordinator aligns with the values of prioritizing the student experience, delivering excellent service, and fostering continuous improvement. The role supports inclusivity by ensuring accessible IT services for all and promotes transparency through clear communication and efficient system management.

## Key Result Areas

Responsible for	Contributor to
Creating a Digital Transformation plan through thorough research of best-in-class options, mapping and assessing both digital and data structure of the Union.	The creation of governance documents to regulate digital and data usage to support both staff and members of the SU
Creating clear and user-friendly training documents to empower staff to use digital systems effectively. This includes step-by-step guides, FAQs and other options.	Collaboration with the Union Operations team to support digital transformation initiatives
Project management by implementing new systems or optimisation of existing systems	Ensuring the organisation remains data compliant under relevant legislation
Supporting student staff to solve ad-hoc IT and digital requests to improve systems and processes in the organisation	Considering information and cyber security risks attached to digital infrastructure or systems.
Create an up-to-date inventory of all systems managed by the IT team and other members of the Students' Union	Identifying next data and digital opportunities
Build relationships with University stakeholders and external vendors to ensure alignment on digital transformation goals	

## 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
<b>Education</b>			
A University of Manchester graduate (graduated between 2022-24 or graduating in December 2024)			
<b>Skills and Knowledge</b>			
<b>Technically Proficient</b> – You will use your knowledge of operating systems such as Windows, macOS, and Linux, along with software applications like Google Suite, to ensure the seamless operation of the Union's digital infrastructure and troubleshoot system issues as they arise.	✓		

<b>Cloud-Savvy</b> – You will leverage cloud-based technologies, particularly SaaS solutions, to streamline processes and improve digital operations, ensuring the Union adopts modern, scalable IT solutions.	✓		
<b>Programming</b> – Your basic scripting or programming skills will be desirable for automating tasks and improving system efficiency, allowing you to quickly implement solutions that enhance digital workflows.	✓		
<b>Technical Troubleshooter</b> – You will provide hands-on technical and remote support to resolve IT-related issues for both staff and students, ensuring that disruptions are minimised and systems remain fully operational.	✓		
<b>Digital Innovator</b> – You will lead the design, implementation, and optimization of digital platforms to improve user experiences and enhance the Union's digital capabilities, ensuring that all digital projects align with organizational goals.		✓	
<b>Clear Communicator</b> – In this role, you'll explain technical issues and solutions in a clear, jargon-free manner to non-technical users, ensuring that staff and students can confidently navigate digital tools and systems.		✓	
<b>Project Management</b> – You will use your strong organization and time-management skills to handle multiple IT projects simultaneously, utilizing project management systems to ensure that deadlines are met and project outcomes are achieved effectively.	✓		
<b>Personal Attributes</b>			
Exceptional problem-solving abilities and a proactive approach to addressing technical challenges	✓		
A proactive self-learner who takes the initiative to expand their knowledge and skills independently.		✓	
A customer-led approach to service improvement		✓	
<b>Values &amp; Behaviours</b>			
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			✓

## **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](#).