

Role Profile

Role title:	JobShop Assistant
Salary:	£13.45 per hour + holiday pay
Full/Part Time:	Part-Time
Contract term:	Zero Hours
Accountable to:	Employability Coordinator
Hours:	Approximately 8-10 hours per week during term-time
Location:	Usually located at the main Students' Union Building and Essentials 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 either UoM, MMU or UoS 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 100 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

JobShop is an employment and employability service designed to support students in finding part-time work and developing the skills they need for future careers. As part of the Students' Union, JobShop contributes to improving student outcomes by increasing access to opportunities, building confidence, and creating inclusive support systems.

As a JobShop Assistant, you'll play a key role in delivering and developing the service. You'll support students directly through drop-ins, events, and resources, while also contributing to the growth of JobShop through creative ideas, content, and campaigns.

You'll be part of a small, student-led team and will be allocated a specialism area (either Social Media, Copyrighting & Resources, Events & Engagement or Admin & Agency). You'll take ownership of this area, contributing to its development and output, while also supporting across all areas of the service when needed.

Through your work, you'll help ensure JobShop remains relevant, engaging and accessible, contributing to the Students' Union's goals of delivering a great experience, fostering community, and continuously improving support for students.

This role particularly aligns with the values of:

- Putting students at the heart of what we do
- Providing a great experience
- Being inclusive
- Believing in improvement and progression

Key Result Areas

Responsible for
Delivering high-quality drop-in support at JobClub, providing CV feedback, job search support and effective signposting.
Using data and research to ensure JobShop aligns with what students need.
Maintaining a welcoming, inclusive and well-presented JobShop space during all in-person activity.
Finding, vetting and advertising at least 4 appropriate part-time roles per month.
Achieving a minimum monthly output aligned to your specialism, for example: <ul style="list-style-type: none"> • Social Media Assistant: create at least 4 short-form videos per month • Copyright & Resources Assistant: create 3 new or updated resources per month, with consideration of specific target audiences • Events & Engagement Assistant: organise 1 collaboration event per month (i.e., pop-up/societies collaboration etc.) • Agency Assistant Vet and approve 10–15 high-quality job opportunities per month, ensuring all roles meet standards for fair pay, safety, and student suitability
Your assigned monthly outputs will be clearly communicated to you prior to your start date.
Contributor to
Improving the inclusivity of JobShop and JobClub by making sure all events, workshops, resources and vacancies promoted are accessible for all.

Planning and delivery of JobShop events, workshops and campaigns, contributing to strong student engagement and attendance.
Development and maintenance of JobShop social media channels, supporting growth in engagement and reach.
Supporting the promotion of JobShop services to increase awareness and engagement across the student community.
Career Development
Event planning and delivery skills.
Content creation.
Confidence in student-facing communication and facilitation.
Using data and insight to inform decisions and improve services.
Project ownership and problem-solving skills.
Exposure to employability, recruitment and student support services.

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				
Decision-making - ability to assess and evaluate information to make sound decisions (e.g. judging job quality and suitability)		✓		
Communication – listens attentively, can write clearly and adapt tone for different platforms and audiences, can deliver information verbally, comfortable facilitating one-to-one conversations (e.g.				✓

at JobClub) and group discussions, understands how to make sessions interactive, engaging, and inclusive using clear structure, visual aids, and accessible language.				
Employment knowledge - Knowledge/experience of applying for jobs, employment rights in the UK, knows tips and tricks for applying for work, has written CVs, cover letters and application forms before.	✓	✓		
Digital skills – confident at using digital systems and software (e.g. Microsoft package, Canva, Instagram, Linktree, website design platforms), uses AI to appropriately automate process and work efficiently.	✓	✓		
Personal Attributes				
Initiative – brings new and creative ideas, not afraid to try something new, thinks creatively.	✓		✓	
Passionate – passionate about supporting students, wants to make student life better on campus, interested in employment support.				✓
Attention to detail – notices the little things, pays attention to spelling, grammar and layout (e.g. when designing slides and social media posts).			✓	
Organised – great at managing multiple responsibilities, can prioritise tasks effectively, able to meet deadlines, keeps track of projects and plans, proactive.			✓	
Adaptable – great at changing focus, comfortable completing a variety of tasks, can adjust quickly, open to learning new				✓

skills and ways of working, remains calm under pressure.				
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 hands on experience in student engagement, content creation, events management and employability support.
- **Independent and formal learning:**
 - If you prefer independent learning, we provide resources such as guides, e-learning, and access to professional reading materials via StaffSavvy.

Working Arrangements

The JobShop team is based within the Students' Union building, with JobClub being primarily based at Essentials.

- **Flexibility/Remote Working**
 - The majority of your hours will be worked during JobClub and events on site at the Union and Essentials, however, where duties do not need to be delivered in person, you can work some hours remotely.

- **Hours/ Patterns of Work**

- Shifts will take place in the daytime, with flexibility to fit around your studies. As part of the team, you'll contribute to core service delivery, with a requirement that at least 3 JobShop Assistants are available each Wednesday from 12:30–3:30pm for JobClub.

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](#).