

Role Profile

Role title:	Learning and Development Programme Coordinator
Salary:	£25,360-£27,553
Full/Part Time:	Full-Time
Contract term:	Fixed-term for one year from start date
Accountable to:	Head of People Development
Accountable for:	N/A
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 and are a recent graduate i.e. graduated from a UK University between June 2025 and October 2026
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

The L&D Programme Coordinator will play a central role in developing, delivering and evaluating our flagship Constructive Dialogue Programme for student leaders across the SU. Based within the People Development Team, the role will lead the coordination of a pilot programme designed to equip student leaders with the skills, knowledge and confidence to engage constructively across lines of belief, identity and experience.

Working with colleagues, student leaders and external training partners, the Learning & Development (L&D) Programme Coordinator will support the design and delivery of facilitated training, leadership development workshops and peer learning activities which strengthen inclusive leadership, communication, critical thinking and conflict navigation skills. The role will be responsible for creating a positive participant experience throughout the programme journey, including recruitment, engagement, communication and ongoing support.

Initially supporting cohorts of society leaders, volunteers and other student leaders, the L&D Programme Coordinator will help establish an evidence-based and scalable model that contributes to the SU's ambitions relating to student leadership, belonging, community building and civic engagement. A key aspect of the role will be evaluating programme impact, capturing learning and producing recommendations to inform the future development and expansion of the programme.

As a new role within the People Team, this post offers an exciting opportunity to shape a high-profile initiative that supports students to thrive in an increasingly diverse and complex society while strengthening the SU's leadership development offer.

Key Result Areas

Responsible for	Contributor to
Programme Development and Delivery Lead the coordination and delivery of the Constructive Dialogue Leadership Development Programme, ensuring activities are engaging and aligned to programme objectives. Support the development of learning content, workshops, and resources which build students' skills in	Continuous Improvement and Programme Growth With support from the Head of People Development, contribute to the development of a sustainable and scalable model for constructive dialogue and leadership development within the SU. Capture learning,

constructive dialogue, inclusive leadership and navigating disagreement respectfully.	identify opportunities for improvement and support recommendations for the future development of the programme.
Participant Engagement and Experience Recruit, engage and support participants throughout the programme lifecycle. Create a positive and inclusive learning experience that encourages active participation, peer learning and the practical application of new skills within student leadership roles.	Values, Culture and Community Building Promote a culture of respectful engagement, curiosity and inclusion across the student community. Champion the principles of constructive dialogue and contribute to the SU's wider ambitions around student belonging, community building, leadership development and civic engagement.
Evaluation and Impact Measurement Coordinate the monitoring and evaluation of programme outcomes, collecting and analysing data to assess participant engagement, learning and behaviour changes. Produce reports, case studies and recommendations which demonstrate impact against agreed objectives and inform future programme development.	People Team Contribution Actively contribute to the development and delivery of the wider People Team's objectives and programmes in relation to staff, studying staff and student leader development. Working collaboratively with colleagues, support learning and development initiatives across the SU, including graduate development, leadership development, studying staff development and other organisational development priorities. Share learning, insights and best practice to strengthen the overall impact of the team's work and contribute to a culture of continuous improvement.
Partnership and Stakeholder Engagement Develop effective relationships with students, SU colleagues, University of Manchester partners and external facilitators to ensure successful programme delivery. Act as a key liaison between stakeholders, supporting collaboration and shared ownership of programme outcomes.	
Programme Administration and Project Coordination Manage the operational parts of programme delivery, including scheduling, communications and record-keeping. Ensure activities are	

delivered efficiently and meet funding requirements.	
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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				
*Graduate role – open to candidates who recently graduated from a UK University (i.e. those who graduated Dec 2025 – Oct 2026).	/			
Skills, experience and knowledge				
*Organisation and prioritisation - highly organised, adaptable, with excellent attention to detail.	/	/		
*Excellent interpersonal and relationship-building skills – ability to engage and work with a wide range of students, staff and external partners.	/	/		
*Independence – ability to work independently, use own initiative and contribute to the development of a new programme.	/	/		
Communication – displays radical candour through giving and receiving feedback, uses data and knowledge to provide rationale for decision making, conveys information to different audiences effectively.		/		
*Programme development and delivery - experience of planning, coordinating and	/	/		

delivering projects, programmes, events or development initiatives involving multiple stakeholders.				
Proven experience in leadership development, learning and development, student engagement or community-building work	/			
*Data analysis and evaluation – experience of collecting, analysing and reporting on feedback, evaluation data and/or project outcomes		/		
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 practices are accessible, seeks to ensure all voices are heard and factored in when making decisions	/	/		

**indicates essential.*

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 learning and development, project management, leadership development and more.
- **Independent and formal learning:**
 - If you prefer independent learning, we provide resources such as guides, e-learning, and access to professional reading materials.
 - If you learn best through training or workshops, we regularly offer staff development sessions, external training, and networking opportunities.

Working Arrangements

- The People team is based in the Finance and Resource Office in the main SU building on Oxford Road
- You'll have a desk space available but can hot-desk and work from other offices if you prefer. Remote working is available for part of the week, with an expectation to attend the office 2–3 times weekly.
- Core hours are usually 9–5, but flexible working is supported where possible.

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 exactly 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.

Top Tip: our roles can be quite competitive, so we recommend applying as soon as possible as we often close applications early!

If you'd like further information or support regarding our recruitment process, we recommend that you read our full recruitment guide for applicants [here](#).