

Role Profile

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| Role title: | Access Programme Assistant |
| Salary: | £12 per hour + holiday pay |
| Full/Part Time: | Part-Time |
| Contract term: | Fixed-Term until 31 st July 2025 |
| Accountable to: | Senior Volunteer Coordinator |
| Accountable for: | Access All Areas committee members and project leaders (voluntary roles) |
| Hours: | Zero-hours, with 15-hours per week available |
| 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 at the start of employment and a current student at UOM, graduating no earlier than July 2025 |
| 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, 3 Directors and 2 Associate Directors. We are governed by our trustees and Exec Officers, you can find out more about that [here](#).

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

Do you share our belief that all young people should have the opportunity to aspire to a university education? We know that young people from some communities are less likely to apply or be accepted onto courses at our University. However, our access programme aims to change that by helping young people improve their grades and make successful university applications.

Access All Areas is a volunteering programme made up of around 15 projects that enable access to the University of Manchester for young people. All projects are student-led, which means students volunteer to organise the activities, recruit their own team of volunteers to deliver them, and manage the relationship with local partner schools. To ensure these projects have a positive impact on the young people who participate in them, their volunteer student leaders need outstanding support from the Students' Union. The Access Programme Volunteering Assistant plays a vital role in providing a great experience for these voluntary student leaders.

The role sits within the Unions' *Student Development team* who are committed to offering a high level of support and administration to student leaders and volunteering groups. With a growing number of projects and activity each year, we are keen to ensure leaders have access to excellent support and guidance. The *Access Programme Assistant* will deliver support to *Access All Areas* leaders such as information provision, practical support, event support, and promotion and communication. The successful candidate will also lead on recruiting project leaders, facilitating training opportunities, and reflecting on their feedback to make changes to their support. This is a new workpiece for the 24/25 academic year and thus an opportunity to be part of creating change through acting as a volunteer manager and project coordinator.

Alongside this, there will also be opportunities for the candidate to contribute to evaluation and decision-making around priorities in the work area. Last year, 192 *Access All Areas* volunteers spent over 1,400 hours volunteering to support young people across Manchester. Volunteering activities ranged from helping 12 year-2 pupils to become more confident readers and educating 271 sixth-form students on how to submit an outstanding application to study Medicine. We know that the young people participating in these projects find them beneficial, as student leaders collect their own evaluation data from participants. The *Access Programme Assistant* will support the student leaders to collect insightful data on their activities to enable us to continually improve the support the Union provides to the project leaders and, as a result, the impact their projects have on young people.

Throughout the year there will also be opportunities to support at events such as Student Volunteering Week, Awards nights and Get into Volunteering fairs, ensuring our access programme is inclusive to students who might want to be part of it and recognises the contributions our project leaders and volunteers make. Moreover, the role is designed to offer professional development opportunities through training and networking opportunities with other university colleagues.

This is a really exciting time to be part of the Students' Union's access programme, as we've been listed as an intervention in the University's Access and Participation plan for the next five years. Both the University, who fund the programme, and our partner schools believe in the positive impact Access All Areas has on the educational outcomes of local young people, and the Access Programme Assistant will plan an important role in ensuring the programme continues to make a difference in the coming year.

Key Result Areas

| Responsible for | Contributor to |
|---|---|
| Leading a team of around 50 volunteer project leaders, creating an outstanding volunteer experience through providing tailored support, administration, and learning opportunities | An outstanding volunteer experience for around 140 student volunteers by helping the Access All Areas project leaders to implement good volunteer management practices |
| Processing and analysing evaluation data for around 15 Access All Areas projects for reporting to the programme funder and Union senior leadership. It's also important for the postholder to report on impact to student project leaders and volunteers to ensure they understand the value of their contributions | Ensuring that 100% of active Access All Areas projects collect evaluation data on their activities by providing support to create and stick to evaluation plans |
| Acting as the primary contact for Access All Areas project leaders and committee members, hosting at least two 1-2-1 meetings with each leader across the year, responding to their enquiries in the office or via email, and creating content for a monthly newsletter | Ensuring the Student Development team provides a great experience service for student volunteers on other programmes by maintaining a shared team inbox, replying to all enquiries within our organisational timeframes |
| Working with the Senior Volunteer Coordinators to schedule an annual calendar of activity for project leaders. This should include training sessions, an awards night, volunteering fairs, and promotional activity | Creating safer volunteering projects by processing DBS checks for student volunteers across a range of student development team projects, ensuring risk assessments are up to date, and reviewing our processes to find solutions to problems |
| Collecting feedback data from project leaders and volunteers to make improvements to support provided to participating students both during the 24-25 academic year, and recommendations for 25-26 | Helping Access All Areas project leaders and volunteers to better understand the barriers to higher education and which students are most affected to ensure projects reach the young people who would most benefit from their support |

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| Continually building your own knowledge in the social, educational, and economic barriers young people face in applying to Higher Education, taking opportunities to further your understanding of students' needs | |
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Organisational Stewardship & Leadership Responsibilities

- 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 |
| Education | | | |
| Current UOM Student <i>Must be graduating July 2025 or later</i> | | | |
| Skills | | | |
| Administration – capable of managing administrative tasks to a high standard, attention to detail in maintaining financial records via Excel. | x | | |
| Customer service – provides a high standard of customer service, creating a welcoming space for all, continually seeks ways to improve services. | | x | |
| Leadership - able to motivate and inspire a team, setting goals, building trust, supporting team wellbeing | x | | |
| Mentorship – great at supporting others, clear understanding of when and where to signpost others, seeks ways to elevate student voices, encourage others to develop skills and try out new ideas. | | x | |
| Project Management – organised and great at planning ahead, able to track and respond to performance against predetermined success measures, confident in communicating with stakeholders through a variety of methods, adept at coordinating volunteer processes. | | x | |

| Personal Attributes | | | |
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| Awareness of volunteer/charity sector e.g. through experience as a volunteer, awareness of the barriers facing student volunteers | x | | |
| Independent – great at taking initiative, trying new ideas and managing own workload | | x | |
| Values & Behaviours | | | |
| Align with the SU's values and behaviours both personally and professionally | x | | x |
| 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 | | x | |
| Collaborative – great at working collaboratively with team members, seeks ways to ensure all voices are heard, works with colleagues to problem solve | | x | |
| 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 | x | | |

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.