

Role Profile

Role title:	Student Action 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 Volunteering and Fundraising Coordinator
Accountable for:	Volunteers (Student Action Committee and Project Leaders)
Hours:	Up to 15 hours pw
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 from the start of employment and a current student at UOM, graduating o 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

Student Action is a group of students who volunteer their time to work with the local community and lead projects which address prominent issues in Manchester. Under the *Student Action* 'umbrella', we have up to 20 projects funded by the *Student Action* grant which fall into the following categories: **sustainability, homelessness, social inclusion, supporting sanctuary seekers, women's, and children's projects.**

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 organisations. To ensure these projects have a positive impact volunteers and participants involved, their volunteer student leaders need outstanding support from the Students' Union. The *Student Action Volunteering Assistant* will play a key role in enabling a variety of volunteering projects to thrive through maintaining group processes and supporting project leaders in their volunteer management.

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 *Student Action Volunteering Assistant* will deliver support to Student Action leaders and volunteering society leaders such as information provision, practical support, event support, and promotion and communication. There will also be opportunities for the candidate to contribute to evaluation and decision-making around priorities in the work area.

In addition to the volunteering projects and project leaders, Student Action encompasses the Student Action Committee. The Student Action committee is comprised of a few core elected roles who will work alongside project reps to raise the profile of volunteering on campus and provide a space for SA project leaders to share expertise and voice concerns. Committee members are supported and managed by the Student's Union team and the successful candidate will lead on recruiting project reps, 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.

This role is student-facing, requiring excellent customer service and communication skills to support students through resources and guidance on the SU's volunteering processes. In addition, the candidate will regularly use of a range of software packages including Microsoft Word, Excel, and Outlook. The candidate will deal with numerous email and face-to-face enquiries predominantly from students looking to volunteer or from student leaders. The candidate must be able to balance priorities and take an organised approach to ensuring tasks are completed across the working

week. Throughout the year there will also be opportunities to support at events such as Student Volunteering Week, Awards nights and Get into Volunteering fairs. Moreover, the role is designed to offer professional development opportunities through training and networking opportunities with other university colleagues. In particular, the Students' Union volunteering team work closely with the Universities volunteering team, meeting regularly, supporting and promoting each other's opportunities as well as participating in knowledge sharing practices.

Key Result Areas

Responsible for	Contributor to
<p>Acting as the primary contact for student action project leaders and committee members. Offering 1-2-1 guidance through drop ins, scheduled meetings and emails.</p> <p><i>Student Action project leaders run community volunteering initiatives from community gardens and zero-waste shops to sessions in homelessness shelters. Leaders may need support when liaising with external partners, recruiting volunteers, producing risk assessments or budgets.</i></p>	<p>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</p>
<p>Recruiting project leaders for a new project reps' system as part of the Student Action Committee and supporting student leaders to develop constructive mechanisms for feedback and reflection.</p>	<p>Reporting and evaluation of <i>Student Action</i> against team objectives through highlighting key quantitative and qualitative data from semesterly feedback forms and annual surveys.</p> <p>Conversations about how we respond to feedback and make data-driven decisions.</p>
<p>Managing daily/weekly administrative processes such as expense requests, project registration and volunteer recruitment. 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.</p>	<p>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.</p>
<p>Supporting students to pitch new student led volunteering projects.</p> <p><i>Students may pitch community volunteering projects to our team at any time of year. You will support them in ensuring their ideas meet the rationale of our Student Action grant and various risk mitigation procedures.</i></p>	<p>Supporting student-leader development. This may be through proposing relevant workshops or training for volunteer project leaders and adapting our approaches in response to feedback.</p>

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 with Right to Work <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
Problem solving – great at thinking outside the box, good understanding of when to work independently and when to seek further support.		X	
Customer service – provides a high standard of customer service, creating a welcoming space for all, continually seeks ways to improve services.		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, confident in communicating with stakeholders through a variety of methods, adept at coordinating volunteer processes.		X	
Personal Attributes			
Awareness of volunteer/charity sector e.g. through experience as a volunteer, awareness of the barriers facing student volunteers, understanding of the benefits of volunteering			X

Independent – great at taking initiative, trying new ideas and managing own workload		x	
Conscientious – awareness of safeguarding procedures and GDPR, good at flagging potential risks.		x	
Values & Behaviours			
Align with the SU’s values and behaviours both personally and professionally	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.