

Role Profile

Role title:	Facilities Assistant
Salary:	£12 an hour + holiday
Full/Part Time:	N/A
Contract term:	Zero Hours, Fixed-Term until 31 st July 2025
Accountable to:	Roger Levy (Head of Facilities) & Mike Choudhury (Facilities Manager)
Accountable for:	N/A
Hours:	Zero Hours
Location:	Usually located at the main UoM Students' Union Building
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 either UoM, MMU or UoS graduating no earlier than 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](#). 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

This is not a desk-based role, although there may be some basic administration, the majority of the working day will be spent on your feet working within various locations around the Students' Union which will include manual handling for various events and recycling duties.

You will be supporting the Students Union in setting up functions for various events for staff, students and our commercial departments to help reach their goal's which will help with our values as it to be inclusive and to be part of a community as well as provide a great service.

We will also put students at the heart of everything we provide for them during there events even it is a cable for audio or setting up tables and chairs for a meeting.

You will be asked to help in small repairs and H & S issues to keep compliance but given guidance.

Key Result Areas

- To perform all porter duties, including (but not limited to) erection and dismantling of stands & equipment, handling deliveries, removal of furniture and the setting up of meeting rooms including the setting up of audio visual and other equipment.
- To be responsible for delivering excellent customer service to all users of the Union's facilities.
- To be responsible for the operational execution of the Union's health & safety policies & procedures, e.g. patrolling of buildings, incident/accident reporting, operation of security systems etc.
- To keep, use and issue keys and log out if required to do so.
- To clean buildings and surrounds removing waste as required, overseeing the Union's recycling and waste management procedures
- To direct members and visitors, and when required, establish credentials
- Other duties as required by Line Manager

Key Result Areas

Responsible for	Contributor to
Help to deliver student, commercial, venue and organisational events through out the day from set up to take downs. This includes, but isn't limited to, handling deliveries, removal of furniture and the setting up of meeting rooms including the setting up of audio visual and other equipment.	The standard of these set ups directly impacts the resulting events hosted by the student societies and so is essential to one of the SU's core functions. Part of putting the students at the heart of what we do is ensuring the smooth running of their various events, regardless of their scale.
The movement of equipment internally and externally and various items and take contractors to various issues within premises.	The operational execution of the Union's health & safety policies & procedures. This part of the role ensures that all potential hazards are either removed or logged and sufficiently indicated until removal is possible. This is one of our primary contributions to the SU's commitment to a great service experience.
Minor H & S tasks, and to escort contractors to issues in and around the premises.	To be compliant and assist in solving H & S problems.
To help in setting and take down all events including Major events around welcome week and elections. Contribute to Union working groups and participate in working groups.	To help all stakeholders and the organisational achieve their goals.
To contribute to the delivery of the team's objectives as determined in the operating plans.	To align with the department's objectives and overall organisational values.

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				
Current Student at UoM, MMU or UoS, graduating no earlier than Summer 2025				
Skills				
Communication - ability to convey complex information to a diverse range of customers		✓		
Time management skills – you will efficiently manage your time through different queries/demands by prioritisation	✓			
Customer Service – Understanding of good practice when engaging staff, students and stakeholders and ensuring the promotion of an inclusive environment.		✓		
Good knowledge of Health & Safety matters including manual handling guidelines	✓			
Teamwork – Demonstrate ability to work as part of the team, working together to make sure objectives are met	✓			
Personal Attributes				
Enthusiasm - positive and professional in a busy working environment		✓		
Initiative – ability to independently identify what activities need to be completed.	✓			
Values & Behaviours				
Align with the SU’s values and behaviours both personally and professionally				✓
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				
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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](#).

