

Role Profile

Role title:	Senior Student Groups Coordinator
Salary:	£26,640 - £29,820
Full/Part Time:	Full-Time
Contract term:	Permanent
Accountable to:	Student Groups Manager
Accountable for:	Student Engagement Coordinator, Student Staff
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 from the start of employment
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 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 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 and 3 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 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 Senior Student Groups Coordinator plays a vital and rewarding role in ensuring that student-led societies, clubs, and networks at the University of Manchester thrive. By offering support, resources, and guidance, you'll empower students to lead their own communities, helping them create meaningful and impactful activities for themselves and their peers. Whether it's overseeing the creation of a new student group, helping a group secure funding through grant applications, or advising on health and safety protocols, you'll be at the heart of ensuring these groups succeed and grow.

This is about making a tangible difference in students' university experiences. You'll see the direct results of your work in the student leaders and groups that you support, knowing that your guidance has helped students create a positive and inclusive environment for all.

A typical day might include responding to queries from student group leaders, helping them resolve issues like booking rooms or accessing grants. You'll meet with students one-on-one to offer tailored administrative support and problem-solving. Managing student group finances is a key part of the role, so you'll collaborate with the finance team to ensure everything runs smoothly. You'll also spend time working on risk assessments, ensuring that all student-led activities are safe and compliant with health and safety policies. In addition, you'll be continuously improving processes, such as developing toolkits and resources that make group management easier and more efficient for students.

You'll also be line-managing student staff, such as Student Groups Assistants, providing them with support and leadership. This includes delegating tasks, offering guidance, and ensuring that they contribute effectively to the overall goals of the team. Your leadership will help shape their roles and ensure that the Student Groups service is delivered efficiently.

This position also aligns with UMSU's core values by ensuring that all student group activities are inclusive, accessible, and provide a positive experience for the diverse student body. You'll play a key role in fostering a sense of community at the University, helping students create spaces where everyone can feel welcome and involved.

Key Result Areas

Responsible for	Contributor to
Supporting over 500 student-led societies, clubs, and networks by facilitating access to space, administering grant funding, and providing group management tools.	Helping to improve the processes and systems that support student groups through continuous feedback and system monitoring.
Maintaining up-to-date records using databases and developing toolkits and guides for student groups.	Assisting with the planning, organising, and delivery of key Union events, including setup and management of communal storage spaces.
Acting as the primary point of contact for student group leaders, resolving queries promptly both in person and via email.	Supporting risk-based decision-making in relation to group activities, such as equipment handling, insurance, and food safety.
Collaborating with the Union's finance team to manage student group funds in accordance with guidelines.	
Ensuring compliance with health and safety policies, including supporting groups in conducting risk assessments, and providing guidance on best practices for group activities.	
Designing, delivering and reviewing individual projects aimed at enhancing the experience of student group leaders and their members.	

Organisational Stewardship & Leadership Responsibilities

- You'll contribute to team planning days and delivery of team goals and objectives
- You'll be able to conduct risk assessments for area of work and have a good knowledge of risk mitigating activities for day to day activities
- You'll perform the role in line with Union financial framework ensuring all financial paperwork is passed to the finance team, contributing to budgeting and forecasting for aspects of the departmental budget
- You'll hold expert knowledge of policy and procedure as it relates to the role being delivered and are able to independently apply the framework for the majority of day to day matters

Person Specification

Criteria	Assessed at:		
	Application Form	Interview	Both
Education			
We accept candidates from any educational background.			
Skills			
Customer Service - Proven experience in delivering outstanding customer service, ensuring a positive experience for			✓

student group leaders and members			
Interpersonal Support - Strong ability to provide effective one-to-one support, communicating clearly and empathetically with students and colleagues.		✓	
Risk Management - In-depth understanding of risk management, compliance, and health and safety protocols (both physical and reputational).			✓
Digital Proficiency - Competency in using a range of digital tools, including Microsoft Office (Word, Excel, Teams), email systems, expense approval platforms, and survey software			✓
Task Prioritisation - Ability to prioritise tasks effectively, working independently to meet personal and team targets in a high-demand environment			✓
Problem-Solving - Capacity to create simple and effective solutions to customer and operational challenges, maintaining a constructive approach to overcoming obstacles		✓	
Training Facilitation - Capable of creating and delivering training workshops, presentations, and activities for student leaders, fostering their development.		✓	
Personal Attributes			
Self-motivated and able to manage multiple competing demands while maintaining high standards of service and support		✓	
Works well with colleagues and students, ensuring that all voices are heard and contributing positively to team dynamics and problem-solving efforts			✓
Demonstrates the ability to adapt to changing circumstances,			✓

always seeking opportunities for improvement and progression in their work			
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		✓	

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](#).