

Role Profile

Role title:	Senior Officer Development Coordinator
Salary:	£27,013 - £30,237
Full/Part Time:	Full time (open to part time, minimum 4 days a week)
Contract term:	Permanent
Accountable to:	Director of Student Engagement
Accountable for:	n/a
Hours:	35 Hours per Week
Location:	Usually located at the main Students' Union Building and there is an option for some home working where duties do not need to be delivered on site
Eligibility:	Open to applicants with relevant skills and experience who are eligible to work in the UK. Current Sabbatical Officers for the 2024/25 academic year are not eligible to apply for this role.
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 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

- The Students' Union is a representative organisation, advocating for the rights of students in the University, locally, and nationally. We are led by a team of Exec Officers, elected by the student body, who act as directors and trustees of the charity.
- The Senior Officer Development Coordinator provides excellent executive and administrative support to the team. This includes liaising with external stakeholders, supporting their professional development journey during their time with the organisation, supporting the planning and delivery of their projects and campaigns and supporting them to prioritise their time in order to deliver maximum impact for Manchester students.
- The Senior Officer Development Coordinator is part of the Campaigns and Democracy Team. This team that works alongside our students and student leaders to secure meaningful change for our 47,000+ members.

Key Result Areas

Responsible for	Contributor to
Providing first-line support, advice and signposting guidance for elected Officers within the Students' Union.	With guidance from the Learning and Development team, delivering and evaluating the onboarding, ongoing development, and exit package for Officers
Ensuring the development and management of annual operating plans for 8 Executive Officers, working with them to deliver their manifesto aims, establishing realistic plans, budgets, evaluation and organisational support	Coordinating officer involvement in unexpected incident responses. Developing and using specialist knowledge to support Executive Officer projects and political developments.
Ensuring the Executive Officers operate collectively as a high functioning team and developing interventions where necessary to this end e.g. identifying team development needs and planning team development activities to meet these needs.	Monitoring the Executive Officers' wellbeing framework, ensuring 121 pastoral support and signposting, and additional wellbeing initiatives where necessary are in place
Supporting Executive Officers to manage key contacts and relationships across the University by liaising with key staff members. Ensuring outcomes are analysed and communicated to	Contributing to Union-wide initiatives at various times of the year e.g. Welcome weeks, Elections

external and internal stakeholders in collaboration with Communications and Insight teams.	
Supporting Officers to develop their relationship with students	Other duties of a similar nature as required by manager

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 is able to independently apply the framework for the majority of day to day matters

Person Specification

Criteria	Assessed at:			
	Application Form	Interview	Interview Task	All
Education				
We accept candidates from any educational background.				
Skills				
Organisation - Evidenced ability to support executives/executive teams with administration				✓
Meeting administration and facilitation - Evidenced ability to support effective meetings (such as writing agendas, recording actions, facilitating discussions, following up on actions)	✓			
Coaching and developing others - Evidenced ability to support others to achieve objectives and goals, and work well in team		✓		
Comprehension and communication - Excellent communication skills, with an ability to present information in varying forms, and in a clear and understandable way				✓
Discretion - Evidenced ability to maintain confidentiality and discretion	✓			

Relationship building - Evidenced ability to develop and maintain constructive working relationships with stakeholders		✓		
Systems thinking - An understanding of systems thinking; an ability to understand complex bureaucracies		✓		
Personal Attributes				
Organised and independent - Evidenced ability to work independently to prioritise own workload and ensure personal deadlines and targets are met				✓
Solutions focussed - A creative, solutions-focused approach to challenges				✓
Continuous improvement - Evidenced commitment to developing and maintaining relevant professional skills and knowledge		✓		
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](#).