

Role Profile

Role title:	Senior Volunteer Coordinator
Salary:	£25,440 - £28,620
Full/Part Time:	Full-Time
Contract term:	Permanent
Accountable to:	Programme Manager/Head of Student Development
Accountable for:	Student Media Development Coordinator and/or Student Staff
Hours:	35 Hours per Week
Location:	Usually located at the main Students' Union Building with an option to work some hours remotely (usually two days per week)
Eligibility:	Open to applicants with relevant skills and experience who are eligible to work in the UK
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

Every year, thousands of students come together to build communities around activities and issues that are meaningful to them. Our role as the Students' Union is to provide the resources to make this happen, which includes supporting hundreds of volunteer student leaders who coordinate these activities for other students to participate in. The Senior Volunteer Coordinators play a vital role in ensuring an outstanding volunteer experience for these student leaders, as this creates the foundation for meaningful engagement with fellow students and the wider community.

As a Senior Volunteer Coordinator, you will lead on the volunteer experience across four key areas of student-led activity:

- Access All Areas – a volunteering programme that makes university education more accessible for over 500 young people each year;
- Student Action Volunteering – a community-based volunteering programme with around 18 projects tackling issues including homelessness and environmental sustainability;
- Student Fundraising – supporting students to raise money for local, national and international causes, with over £150,000 raised in 2023-24; and
- Student Arts & Media – three award-winning media outlets plus a range of arts and performance-based student groups.

You'll continue to advance the Union's approach to volunteer management by recruiting, training and providing ongoing support for hundreds of student leaders, as well as coaching a team of full and part time staff to develop their own volunteer management skills. Recognising the impact of financial and time pressures on students, you will develop student leadership programmes that inspire them to build communities and develop skills to progress in their future careers alongside completing their studies. Working in partnership with external organisations, you'll ensure that our student groups run activities that are beneficial to the wider community whilst providing an excellent experience for participating students. As the Senior Volunteer Coordinator, you'll ensure that students are at the heart of all your decision-making, continually improving our student leadership programmes according to our impact data so that students become empowered community leaders and active citizens.

There are two Senior Volunteer Coordinators based in the Student Development team, alongside colleagues similarly focused on at-scale student engagement across a range of programmes. The Student Development team aims to create opportunities for students to build and participate in communities that are inclusive, sustainable, ambitious, and impactful, and the Senior Volunteer Coordinators will play a key role in achieving this vision for our student leadership programmes.

Ensuring that our student leadership opportunities are meaningful, developmentally beneficial, and have the interests of our student community at their heart is important to us, so if you're eager to help students fulfil their potential and have a positive impact on the world around them, you will thrive in this role. You'll always have the right support around you to do your job well and will see the positive impact you're having on students and the wider community in real-time, directly contributing to an outstanding student experience.

Key Result Areas

Responsible for	Contributor to
Implementing outstanding volunteer management practices to recruit, train, and coordinate over 130 student leaders per year, supporting them to embed positive volunteer management practices in their own groups.	Modelling best practice in volunteer management to support student leaders to create a great experience for almost 1,000 student volunteers, contributors, and participants. This will result in, for example, over 85 hours per week of live radio, 150 community building-events in halls of residence, and over 5,000 hours of community volunteering annually.
Developing and delivering a strategy to ensure the long-term sustainability and resourcing of a growing portfolio of student-led activities, including 45+ student groups currently registered, based on analysis of impact data.	Positive outcomes for students and members of the community participating in student-led activity. This includes 8,000 halls residents and over 500 young people in the local community annually.
Effective risk management to ensure compliance in areas including health & safety, ethical fundraising, safeguarding, and media law, minimising legal and financial risk associated with activities.	Assisting with coordinating a programme of reward and recognition for outstanding student activity, including three annual awards nights with engagement of over 750 attendees and 450 nominations, alongside supporting students to nominate their activities for recognition at regional and national level.
Financial management, including budgeting and tracking spending for £110,000 of funding, and processing student fundraising donations of over £150,000.	Embedding best practice in volunteer management across the Students' Union to support partner teams with managing a community of over 5,000 student leaders.
Coordinating an annual calendar of activity for students, including planning two annual Get Into Volunteering fairs, reaching over 500 attendees, plus a schedule of activity to recognise Student Volunteering Week and tailored training and development opportunities for students leaders engaged in volunteering, fundraising, arts & media, and halls of residence programmes.	
Building and maintaining relationships with over 30+ external partners for our programmes, including university teams, charities, and local schools.	

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 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	Task within Interview	All
Education				
We accept candidates from any educational background.				
Skills				
Leadership – able to motivate and inspire a team, confident in setting goals/objectives, building trust, supporting team wellbeing, setting boundaries	✓		✓	
Networking – great at building new positive working relationships as well as retaining current ones with internal and external stakeholders			✓	
Organisation – great at planning ahead, prioritising workload, completing admin duties like emailing, and answering the phone		✓		
Creative thinking – great at thinking outside the box, coming up with new ideas and not being afraid to try different ways of doing things	✓			
Growth mindset – willingness to constantly improve, engage in training, ask questions, being curious, looks for ways to improve processes			✓	
Personal Attributes				
Communication – displays radical candour through giving and receiving feedback,			✓	

uses data and knowledge to provide rationale for decision making				
Accountable – takes ownership over own areas of work, able to own mistakes and resolve accordingly, confident to hold others to account			✓	
Independent – great at working with autonomy, trying new ideas	✓			
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	✓			
Customer Service – provides a high standard of customer service, creating a welcoming space for all, continually seeks ways to improve services	✓			

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.

You can find more information about our recruitment process on our website.