

Role Profile

Role title:	Student Angels Assistant
Salary:	£12 per hour + holiday pay
Full/Part Time:	Part-time
Contract term:	Zero hours, fixed term until 31 st July 2025
Accountable to:	Senior Wellbeing Coordinator
Accountable for:	n/a
Hours:	Approximately 10 – 15 hours per week during term-time, to be worked across 2 – 3 days, including Fridays
Location:	Hybrid: 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 and a current student at UoM (your course must finish no earlier than June 2025)
Benefits:	We offer a great range of benefits. You can see them here .

Our Organisation

We are Manchester Students' Union, the biggest SU (Students Union) 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 will be immersed in an environment that empowers staff to make great things happen and we are 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. You can find more detailed explanations of our values on [our website](#).

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

Role Overview

- You will oversee Student Angels, our night-time street-safety initiative, run by the SU in collaboration with Manchester City Council. It involves teams of volunteers heading into the city centre to support those enjoying Manchester's nightlife (both students and members of the public). Volunteers help people in a variety of ways, whether reuniting friends, implementing anti-spiking initiatives, providing support to those who have used drugs or alcohol or offering first aid.
- As Student Angels Assistant, you will be the main point of contact for volunteers, throughout recruitment, training, and coordination. You will be responsible for carrying out administrative tasks with excellent attention to detail. This includes marketing the project, including creating assets and managing social media accounts. Additionally, you will drive the project forward, working with colleagues and external partners to explore new and creative ways to increase our impact. We currently work with Manchester City Council, Greater Manchester Police, LGBT Foundation, CityCo, GM Water Safety and GM Women's Safety Charter.
- The role encompasses the SU's values as it puts students at the heart of what we do, sharing skills to develop students and help them do great things. Community is at the heart of this project, actively working with students, colleagues, and other stakeholders. Through seeking multiple perspectives, we not only plan better but we are also more inclusive, fostering a sense of community and belonging.

Key Result Areas

Responsible for	Contributor to
Recruiting new student volunteers and offering excellent pastoral and practical volunteer support so they feel empowered in their roles	An excellent volunteer experience that enhances students' time at university
Establishing a network of stakeholders across the city to improve the visibility of the project	A collaborative working approach, ensuring support is in line with city-wide standards
Managing volunteer and shift data to ensure accurate record-keeping	Good digital processes in line with GDPR
Identifying opportunities and implementing change for increased volunteer recruitment and regular shifts	Ensuring the project's long-term impact while adapting to changing circumstances

Person Specification

Criteria	Assessed at:	
	Application Form	Interview
Eligibility		
Open to applicants with relevant skills and experience who are eligible to work in the UK and a current student at UoM (your course must finish no earlier than June 2025)	✓	
Knowledge and skills		
Implement understanding – demonstrates knowledge of current public safety and night-time issues in Manchester		✓
Support – can provide both practical and pastoral support to individuals and groups, offers guidance,		✓
Communication – can adapt communication style to be both professional and approachable, deals with sensitive situations with a calm manner		✓
Administration – confident user of Microsoft Outlook and Excel, attention to detail, accurate record-keeping, understanding of GDPR, keen to improve digital processes	✓	
Organisation – time management, prioritising workload, completing admin duties independently	✓	
Innovative thinking – great at thinking creatively, producing new ideas and not being afraid to try different ways of doing things, adaptable	✓	
Professional boundaries – an understanding of and ability to uphold confidentiality and safeguarding processes		✓

Personal Attributes		
A friendly yet professional manner, with the ability to provide empathy and support to student volunteers		✓
Values & Behaviours		
Align with the SU's values and behaviours both personally and professionally	✓	
Collaborative – great at working collaboratively with others, maintaining current and developing new working relationships, 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 will 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 will never put you under any necessary pressure on you, ask you trick questions or interrogate you in an interview and we will 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 would like further information or support regarding our recruitment process, we recommend that you read our full recruitment guide for applicants [here](#).