

Role Profile

Role title:	Student Angels Assistant
Salary:	£14.45 per hour plus holiday pay
Full/part-time:	Part-time
Contract term:	Zero-hours, fixed-term until 31 March 2027, with possibility of extension
Accountable to:	Senior Inclusion Coordinator
Accountable for:	Student Angels volunteers
Hours:	Between 10-20 hours per week worked flexibly during term-time, typically within traditional working hours (Mon-Fri, 9am-5pm)*
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 and will still be a student at the University of Manchester in the 2026-27 academic year
Benefits:	We offer a great range of benefits. You can see them here .

*Availability to work for a couple of hours in person on a Friday is desired as this is when final preparations for our weekend volunteering sessions take place. However, some flexibility is possible here and we really welcome your application regardless.

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 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](#).

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 Inclusion team exists to make sure all students have equitable access to a great student experience, both on and off campus. Across our wellbeing, grant funding, student partnership, and night-time safety programmes, our team provides resources, support, and encouragement to enable every student to stay safe, happy, and well at university.

The Student Angels Assistant is a key contributor to these goals, focusing on the day-to-day running of Student Angels. Founded in 2018, Student Angels is a volunteering programme and night-time safety initiative supported by Manchester City Council. Our Student Angels patrol the Oxford Road Corridor area on Friday and Saturday nights, providing wellbeing support to fellow students and the public, whether that's giving directions or charging a phone, providing basic first aid or liaising with emergency services, or just being a friendly face on the street. Student Angels supports thousands of people each year and is now at an exciting point, where opportunities to grow are emerging.

This is a junior volunteer management role in which you'll coordinate, with support, all day-to-day components of the programme, from recruiting and training the Student Angels to managing volunteer data and evaluating the impact of our work. You'll have the opportunity to develop fundamental programme and volunteer management skills, such as managing relationships with partners (e.g., Manchester City Council, Greater Manchester Police, and St John's Ambulance) and spending against a budget. The role is a great fit for a student with some experience of leadership in a volunteering or community setting and an interest pursuing a career in this sector.

The Inclusion team is committed to empowering studying staff members such as the Student Angels Assistant to take ownership of their work areas. As a senior studying staff member, you'll have the independence to make decisions when opportunities and challenges emerge and coordinate your own work. At the same time, you'll receive support from your line manager and other colleagues, who'll work with you to generate ideas, tackle challenges, celebrate successes, and identify and pursue your own development goals.

As a volunteer manager and night-time safety specialist, the Student Angels Assistant contributes to a range of organisation-wide goals (read our current strategy [here](#)). With your support, our volunteers will leave university feeling workplace-ready and that they belong to a community of active citizens.

You'll also show commitment to equity and inclusion, doing your best to make sure that all students, regardless of background, have equitable access to volunteering opportunities like Student Angels.

NB: Student Angels is a sex-positive, LGBT+-friendly programme committed to harm reduction, not judgement, in relation to sexual well-being and drug and alcohol use.

Key Result Areas

Responsible for
Supervising a team of approximately 20 Student Angels, supporting them at each stage of their volunteering journey, from recruitment and induction through to ongoing development and recognition, and accommodating a range of motivations and needs to keep the team engaged
Designing and delivering volunteer training resources, including a volunteer handbook and the biweekly Student Angels induction session, and mentoring established volunteers to support their ongoing development
Communicating with volunteers and partners via email and designing and managing Instagram content (at least 2 posts per month) to attract new volunteers and increase the visibility of the programme
Developing and implementing processes for measuring the impact of our work, including coordination of 2 real-time observations of the volunteer team in action, and sharing findings with volunteers, partners, and colleagues using different methods (e.g., written reports, presentations, social media content)
Collecting and maintaining accurate volunteer data using Microsoft Excel and our volunteer management system; reviewing data management and digital processes and pursuing opportunities to improve them
Scheduling volunteering sessions (around 20 a year), preparing the volunteer team, assembling the kit, and delivering pre-session briefings
Contributor to
Reviewing, updating, and utilising risk management tools (including DBS checks) to make sure that volunteers and service users remain safe and well
Building and managing relationships with a range of partners, such as our Manchester City Council (our funder), providing progress updates and working with them to expand the reach of the programme
Managing the programme budget, processing payments, and tracking spending
Developing and delivering additional night-time safety initiatives, such as our annual Reclaim the Night campaign and on-campus outreach work
Continuously developing own expertise in night-time and community safety, including understanding of emerging research, policy, and best practice at the regional and national level
Career Development
Managing partnerships – working collaboratively with other organisations to achieve common goals
Supervising people – motivating and coordinating the work of others, supporting their development, and providing constructive feedback
Designing and delivering training – developing and using understanding of learning design principles and facilitating participatory training sessions confidently and accessibly
Evaluating impact – developing quantitative and qualitative methodologies for measuring outcomes, interpreting impact data, and drawing and communicating insights for a range of audiences

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
- You'll contribute to maintaining communal areas and team stores

Person Specification

Criteria	Assessed at:			
	Application Form	Interview	Interview Task	All
Education				
We accept candidates from any educational background				
Skills				
Leadership – can coordinate the work of others, provide guidance and encouragement, and accommodate a range of motivations and needs to ensure everyone can succeed		✓		
Impact evaluation – can collect, analyse, and draw insights from data using a range of methods and tell compelling impact stories		✓		
Data and digital systems management – can make confident use of digital tools such as Microsoft Excel to keep data accurate; takes a proactive approach to improving digital processes	✓			
Communication – can present complex information confidently and accessibly using different methods and for a range of audiences			✓	
Personal Attributes				
Innovative – responds openly to change and takes a creative approach to emerging challenges and opportunities	✓			

Autonomous – takes ownership of work and outcomes, manages tasks with minimal supervision, and takes a proactive approach to own learning and development	✓			
Collaborative – can collaborate effectively with team members, working with colleagues to solve problems and make sure work is shared appropriately	✓			
Values & Behaviours				
Align with the SU's values and behaviours both personally and professionally				✓
Inclusivity – continually seeks to dismantle barriers to participation, is proactive in increasing accessibility, and seeks to ensure all voices are included in decision-making spaces		✓		

Training & Development

When you join us, you'll be part of a supportive team where learning is encouraged and built into everyday work.

- **On-the-job learning:**

Most training will happen naturally as part of your role, with colleagues and managers supporting you to pick up new skills.

- For example, you'll gain experience in all key aspects of volunteer management, including recruitment, training, retention, recognition, and ending a volunteering journey productively

- **Independent and formal learning:**

If you prefer independent learning, we provide resources such as guides, e-learning, and access to professional reading materials. If you learn best through training or workshops, we regularly offer staff development sessions, external training, and networking opportunities.

- **Role-specific qualifications or development opportunities:**

You may also be able, depending on programme needs, to participate in paid-for external training.

- For example, you may be able to take courses delivered by the National Council for Voluntary Organisations (NCVO), such as their 'Good practice in volunteer management' course
- You will also have the opportunity to participate in first aid training alongside our volunteers

Working Arrangements

The Inclusion Team is based in the Activities Office in the main SU building.

- **Flexibility/Remote Working**
 - This is a flexible opportunity designed to fit around your study commitments. We'll work with you to find a work pattern that suits you, and can make alterations as needed.
 - This is a hybrid role with the opportunity to work some hours remotely. Typically, you'll spend about two thirds of your time in the office, and one third working from home.
- **Hours/ Patterns of Work**
 - Give the nature of the programme, there may be times when we ask you to work in the evenings and on weekends. However, this will be rare and most work is done within conventional office working hours.

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](#).