

Student Angels Assistant role profile

Role title:	Student Angels Assistant
Salary:	£12.60 per hour plus holiday pay
Full/part-time:	Part-time
Contract term:	Zero-hours, fixed-term until 31 March 2025 with possibility of extension
Accountable to:	Senior Inclusion Coordinator
Accountable for:	Student Angels volunteers
Hours:	Approximately 15 hours per week worked flexibly during term-time, typically within traditional working hours (Mon-Fri, 9am-5pm), ideally including on a Friday*
Location:	Usually located at the main Students' Union building with the 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 the University of Manchester
Benefits:	We offer a great range of benefits. You can see them here .

**Availability to work for at least an hour or two in person on a Friday is welcome as this is when final preparations for our weekend shifts take place. However, some flexibility is possible here and we really welcome your application regardless of your Friday availability.*

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](#).

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 Student Development team exists to create opportunities for students to build and be a part of communities active on campus and across the city. Across our inclusion, wellbeing, fundraising, student media, and volunteering programmes, the team provides the resources, platforms, and encouragement that enable students to create the changes they want to see in their communities.

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 changing 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 an entry-level volunteer management role in which you’ll coordinate, with support, all day-to-day elements of the programme, from recruiting and training volunteers and organising shifts to managing volunteer records and evaluating the impact of our work. You’ll have the opportunity to develop fundamental programme and volunteer management skills, such as building relationships with partners and spending against a budget.

The Student Development team is committed to empowering student staff members such as the Student Angels Assistant to take ownership of their work areas. As a team member, you’ll have the independence to make decisions when opportunities and challenges 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	Contributor to
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Promoting the volunteering opportunity on social media and at recruitment fairs, using our volunteer management system (VMS) to recruit around 30 volunteers	Building relationships with partners such as the Council, the Police, and management at local venues, making sure relevant parties are kept informed and consulted
Coordinating volunteer onboarding, leading 6 Student Angels induction sessions and making sure volunteers have completed all pre-volunteering training and checks	Developing and delivering additional night-time safety projects, including the Union's annual Reclaim the Night campaign and night-time safety outreach on campus
Scheduling and preparing for volunteer shifts (around 20 per year), confirming availability with volunteers, organising kit, and delivering pre-shift briefings	Evaluating the impact and quality of Student Angels and sharing findings with volunteers, partners, and colleagues in different formats (e.g. reports, presentations, social media posts)
Managing volunteer data, digitalising shift reports, uploading volunteering hours to our VMS, and updating monitoring spreadsheets in line with data protection regulation	Reviewing and developing the volunteer training offer, rolling out a year-round skills development programme
Managing our inventory, purchasing new material as needed and tracking spending	Supporting colleagues to develop their understanding of student night-time safety and well-being, working with them to embed this focus into their respective work areas
Supervising volunteers in person and via email, providing encouragement, reassurance, and recognition, and finding ways to accommodate a range of people so that everyone can make the most of the volunteering opportunity	Developing own skills and expertise in volunteer management and night-time safety with line manager support and guidance

Organisational Stewardship and Leadership Responsibilities

- You'll participate in team planning days
- You'll assist in key Students' Union events and 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 and 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				
Communication – can communicate confidently and effectively with different audiences and using different methods, including both volunteers and partners at the Council and the Police			✓	

Self-management – can self-motivate and coordinate own work with minimal supervision, prioritising competing tasks appropriately and making sure work is completed on time and to a high standard	✓			
Administration – can manage spreadsheets, organise digital filing systems, and prepare documentation, paying close attention to detail to ensure that information is kept updated and accurate	✓			
Personal Attributes				
Desire to learn – keen to develop own skills and knowledge (including knowledge of night-time safety issues), proactively seeking out opportunities to try new things and challenge self		✓		
Adaptability – able and willing to change plans when circumstances change, thinking innovatively to find solutions when new opportunities and challenges arise	✓			
Supportiveness – can understand and take into account the needs and motivations of others, provide the support and encouragement to help others succeed, and be the person that others can go to with questions and worries			✓	
Values and Behaviours				
Aligns with the SU's values and behaviours both personally and professionally				✓
Collaboration – can collaborate effectively with team members, working with colleagues to solve problems and making sure tasks are shared appropriately	✓			
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			✓	

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 a relaxed and welcoming setting. We'll never put any unnecessary 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](#).