

## Role Profile

<b>Role title:</b>	Student Events Assistant
<b>Salary:</b>	£13.45 per hour + holiday pay
<b>Full/Part Time:</b>	Part-Time
<b>Contract term:</b>	Zero Hours
<b>Accountable to:</b>	Student Events Programme Coordinator
<b>Hours:</b>	Approximately 5-10 hours per week during term-time
<b>Location:</b>	Usually located at the main Students' Union Building / with an option to work some hours remotely
<b>Eligibility:</b>	Open to applicants with relevant skills and experience who are eligible to work in the UK and a current student at either UoM, MMU or UoS graduating after July 2027.
<b>Benefits:</b>	We offer a great range of benefits. You can see them <a href="#">here</a> .

## 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 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 SU Events team are looking to recruit Student Events Assistants to provide support in the delivery of the Team's growing for-student and by-student events programme. Working alongside the Student Events team, you'll be responsible for providing on-the-day event management for larger student events taking place in the Academy venues, directly ensuring the smooth running of events put on by the Events Team and student societies to deliver fantastic events for a variety of societies' communities, as well as the wider student community as a whole. You will do this through working effectively alongside SU staff teams and student event organisers/leaders, ensuring correct procedure is followed in the setting up of the event, and supporting the Facilities Duty Manager in the setting up/down of the event. You will provide general oversight of the event from pre-arrival to departure of the event organisers, liaising between staff and student teams to ensure that the event runs to schedule and all venue rules and regulations are adhered to at all times. You will also be able to build and maintain a good working relationship with our internal and external suppliers and stakeholders, ensuring they are given clear on-the-day direction and service when involved with our events.

You will also be responsible for providing support to ad hoc events and marketing activity taking place across the Students' Union and other University Venues where required. This support will include; assisting in the preparation and delivery of events and promotional activity through scanning tickets, welcoming attendees and delivering a variety of SU-led events to deliver a great experience to all student attendees. You will be enthusiastic and comfortable engaging attendees and potential guests for our events, and able to think proactively in devising strategies to maximise both the level and quality of engagement with our activity. You will promote an inclusive environment at all events and allow for the continued growth of both our for-student and by-student events programmes, allowing us to further expand our programmes and provide scope to explore the development of new and exciting events in the future.

Please Note: This role will require you to be available to work on evenings & weekends, where needed.

### **Key Result Areas**

<b>Responsible for</b>
Leading the delivery of events through providing excellent event management services and effectively managing event staff, to ensure the smooth running of the event.
Assisting with the on-the-day delivery of by-student and for-student events through scanning tickets, welcoming guests and encouraging engagement with activity.
Supporting the events team in its development of its for-student events programme and activity, through providing assistance during the preparation and delivery stages of the activity.

Contributor to
The development of the Events Team's growing programme of by-student events, which aims to support 300 student-led events in an Academic Year.
Building the reputation of the Student's Union Events Team for delivering high-quality events for the student community, striving for a high satisfaction rate from feedback from our student leaders.
The expansion of the Events Team's for-student events programme through providing excellent and consistent assistance and event management support to the team's programme of events.
Career Development
Gaining experience in events organisation, venue management and customer service.
Gaining experience of communication across teams and working with internal and external stakeholders.

*This is not an exhaustive list of responsibilities, and you may be asked to carry out other duties appropriate to the role.*

### **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.
- To contribute to maintaining communal areas and team stores

### **Person Specification**

Criteria	Assessed at:			
	Application Form	Interview	Interview Task	All
Education				
Current Student at UoM, MMU or UoS not graduating before July 2027. *	Y			
Skills				
Experience of organising student-facing events. *	Y	Y		
Experience of delivering high-quality customer service in a busy environment. *	Y	Y		
Working knowledge of Microsoft Excel and Word.		Y		
Good interpersonal and communication skills. *	Y	Y		
Knowledge of event management and writing risk assessments.		Y		

Personal Attributes				
Understanding the breadth of activities we support students to do and what the union does.		Y		
Demonstrate ability to work as part of a team whilst taking initiative to ensure deadlines are met. *	Y			
Demonstrate ability to effectively prioritise multiple queries/demands ensuring high standard of work is maintained. *	Y			
Values & Behaviours				
Align with the SU's values and behaviours both personally and professionally*	Y	Y		
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	Y	Y		
Collaborative – great at working collaboratively with team members, seeks ways to ensure all voices are heard, works with colleagues to problem solve	Y			
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. *	Y	Y		

Please note that all the above criteria are desirable unless marked with an asterisk (\*), which indicates essential requirements.

### **Training & Development**

We don't expect you to meet every single requirement listed above. 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. You'll begin by working alongside experienced events and operations managers who will guide you through the processes and skills development needed to operate a large events space, as well as interacting with events staff, organisers and attendees.
- Independent and formal learning:**  
Think about additional opportunities the role might include.

- *If you prefer independent learning, we provide resources such as guides, e-learning, and access to professional reading materials via staffsavvy.*
- *If you learn best through training or workshops, we organise introductory workshops for all staff on events management and organisation, as well as mandatory shadow shifts alongside experienced events managers to get you comfortable with seeing an event in operation practically.*

### **Working Arrangements**

The **Events** team is primarily based in the **Activities Office**.

- **Flexibility/Remote Working**
  - *This role is fully on-site due to the nature of the work. Shifts will typically be scheduled in advance, but there may be occasions where flexibility is needed to support evening or weekend events. Please note that the majority of these types of shifts will involve evening and weekend work.*
- **Hours/ Patterns of Work**
  - *Most shifts will take place in the evenings and weekends, reflecting peak venue hours. There may also be opportunities for occasional daytime shifts.*

### **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](#).