

Role Profile

Role title:	Student Groups Assistant
Salary:	£13.45 per hour + holiday pay
Full/Part Time:	Part-Time
Contract term:	Zero Hours
Accountable to:	Student Groups Senior Coordinators
Accountable for:	N/A
Hours:	Approximately 3-6 hours per week during term-time
Location:	Located at the main Students' Union Building
Eligibility:	Open to applicants with relevant skills and experience who are eligible to work in the UK from the start of employment and a current student at UOM, graduating no earlier than May 2027
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 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

As a Student Groups Assistant, the purpose of this role is to be the first point of contact for all visitors to the Activities Office, you will promote a welcoming environment and contribute to the efficient handling of all enquiries in person, over email and over the phone. One of the Students’ Union goals is to help students to make the most of their time in Manchester, we do this by helping them successfully run societies, book spaces, and support them to put on events in the Students’ Union, the Academy venues and beyond.

The Student Groups Assistant role sits within the Student Groups Team and will be based in the Activities Office on the first floor of the Students’ Union. You’ll be supporting all students and visitors by signposting them to relevant departments in the office and wider SU, answering queries and supporting societies with finding spaces to run their events. The role will also involve updating and maintaining the digital systems that facilitate group activity and aiding Senior Groups Coordinators in developing and delivering training.

You’ll be assisting the Student Groups Team in organising key events across the year, such as Freshers and Refreshers, and working with other teams in the SU to provide the best support possible for students.

The role encompasses the SU’s values as you will provide a ‘great experience’ service, put students at the heart of what we do and support the improvement and progression of the Activities Reception. You will work with a variety of teams throughout the Students’ Union, identifying ways in which we can help and improve our service. We also want you to get the most out of this role and there will be some opportunity to support on long-term project work throughout the year and we will aim to link you with projects in areas that you have an interest in.

Key Result Areas

Responsible for	Contributor to
Responding to queries in a timely manner via telephone, in person and via email (through monitoring a shared inbox)	The efficient running of the Activities Reception, providing a high level of customer service
Proactively problem-solving queries that come in by signposting people to the correct department or person	Providing a high level of customer service and proactively problem solving
The upkeep of a welcoming and tidy reception area	Providing a welcoming environment for all visitors to the Activities Office
Ensuring all weekly timetables are created and displayed in the SU at the beginning of each week	Providing a high level of customer service by ensuring students have the information they need

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 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 University of Manchester student graduating in 2027 or later.	✓ (supporting information)			
Skills				
Organisation – great at planning ahead, prioritising workload, completing admin duties like emailing, and answering the phone	✓			
Communication- confident with communicating with a range of stakeholders in person, over the phone and over email	✓			
Knowledge of customer service		✓		
Basic understanding of SU student groups procedures in relation to student extracurricular activities		✓		
Personal Attributes				
Adaptive – great at managing change, flexible to differing team members needs/ways of working, confident at managing taking on busy periods		✓		
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	✓			

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

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](#).