

Role Profile

Role title:	Student Staff Facilities Assistant
Salary:	£13.45 per hour + holiday pay
Full/Part Time:	Part-Time
Contract term:	Zero Hours
Accountable to:	Facilities Manager
Hours:	Approximately 10 hours per week during term-time
Location:	Usually located at the main Students' Union Building
Eligibility:	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 in 2027 or later.
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 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

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- The Student Facilities Assistant is primarily a practical, hands-on role rather than a desk-based position. While some basic administrative tasks may be required, the majority of your working day will involve being on your feet and working across various locations within the Students' Union. This includes manual handling for events, supporting recycling initiatives, and assisting with general operational duties.
- You will be expected to work a flexible shift pattern, most shifts will take place at the weekends (8:45-17:00 & 17:00 – 00:30) and weekday evenings (16:00- 00:00) reflecting peak venue hours. There may also be opportunities for early morning shifts (6am-10am) and occasional daytime shifts.
- A key part of the role involves supporting the setup and delivery of events for students, staff, and our commercial outlets. Your work will directly contribute to the Union's commitment to inclusivity, community, and delivering excellent service.
- Whether it's laying out tables and chairs for a meeting, setting up a 600 seated performance or ensuring audio-visual equipment is in place for an event, you will help place students at the heart of everything we do. You may also be asked to assist with minor repairs and health & safety tasks to support compliance, always with appropriate guidance and support provided.

Key Result Areas

- To perform all porter duties, including (but not limited to) erection and dismantling of stands & equipment, handling deliveries, removal of furniture and the setting up of meeting rooms including the setting up of audio visual and other equipment.
- To be responsible for delivering excellent customer service to all users of the Union's facilities.
- To be responsible for the operational execution of the Union's health & safety policies & procedures, e.g. patrolling of buildings, incident/accident reporting, operation of security systems etc.
- To keep, use and issue keys and log out if required to do so.
- To clean buildings and surrounds removing waste as required, overseeing the Union's recycling and waste management procedures
- To direct members and visitors, and when required, establish credentials
- Other duties as required by Line Manager

• Responsible for	Contributor to
Help to deliver student, commercial, venue and organisational events throughout the day from set up to take downs. This includes, but isn't limited to, handling deliveries, removal of furniture and the setting up of meeting rooms	The standard of these set ups directly impacts the resulting events hosted by the student societies and so is essential to one of the SU's core functions. Part of putting the students at the heart of what we do is ensuring the smooth

including the setting up of audio visual and other equipment.	running of their various events, regardless of their scale.
The movement of equipment internally and externally and various items and take contractors to various issues within premises.	The operational execution of the Union's health & safety policies & procedures. This part of the role ensures that all potential hazards are either
Minor H & S tasks, and to escort contractors to issues in and around the premises.	To be compliant and assist in solving H & S problems
To help in setting and take down all events including Major events around welcome week and elections. Contribute to Union working groups and participate in working groups.	To help all stakeholders and the organisational achieve their goals.
To contribute to the delivery of the team's objectives as determined in the operating plans.	To align with the department's objectives and overall organisational values.

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 a Manchester University	✓			
Skills				
Communication - ability to convey complex information to a diverse range of customers		✓	✓	
Time management skills – you will efficiently manage your time through different queries/demands by prioritisation	✓		✓	
Good knowledge of Health & Safety matters including manual handling guidelines	✓			

Teamwork – Demonstrate ability to work as part of the team, working together to make sure objectives are met	✓		✓	
Personal Attributes				
Initiative – ability to independently identify what activities need to be completed.			✓	
Dedicated – Committed to the role and reliable when attending shifts			✓	
Curious – Willing to ask questions and try new ideas to make processes smoother			✓	
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.*

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.
 - Example (office role): You'll gain experience in Facilities Management, Event Set up and Building safety,

- Example: You'll learn hands-on by working alongside experienced Facilities Co-ordinators, covering areas like opening/closing the building, basic maintenance, or health and safety.
- **Independent and formal learning:**
If you prefer independent learning, we provide resources such as guides, e-learning, and access to professional reading materials via staffsavvy.
- **Role-specific qualifications or development opportunities:**

Online Mandatory Training

- Basic First Aid
- Working at Heights
- Fire safety
- Manual Handling
- Health & Safety Awareness

Working Arrangements

The **Facilities Team** is based in the **Main SU building, Academy Venues, Basic Needs Centre and surrounding outdoor area.**

- **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 last minute events.
- **Hours/ Patterns of Work**
 - Most shifts will take place at the weekends (8:45-17:00 & 17:00 – 00:30) and weekday evenings (16:00- 00:00) reflecting peak venue hours. There may also be opportunities for early morning shifts (6am-10am) and 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](#).