

Role Profile

Role title:	People Team Assistant
Salary:	£13.45 + holiday pay
Full/Part Time:	Part-Time
Contract term:	Zero Hours, Fixed-Term until July 2027
Accountable to:	Learning & Development Manager
Accountable for:	N/A
Hours:	Approximately 10 hours per week over 2/3 shifts
Location:	Usually located at the main Students' Union Building with an option to work some hours remotely (at least 1 shift must be office based)
Eligibility:	Open to applicants with relevant skills and experience who are eligible to work in the UK at the start of employment and a current student at either UoM, MMU or UoS, graduating in 2026 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

At the University of Manchester Students’ Union, our People team works to create a welcoming, positive, and safe working environment where colleagues can be their authentic selves and enjoy a healthy work–life balance. Supporting our colleagues sits at the heart of everything we do, from developing transparent, people-centred policies that go beyond statutory requirements, to promoting mental health and wellbeing, and enabling growth with our learning and development team.

As our People Team Assistant, you’ll carry out high-quality work across a range of areas, with a core focus on supporting our Learning & Development (L&D) function. You’ll help managers understand training needs, contribute perspective during conversations about studying staff development, and support the creation of learning activities. This part of the role is perfect for someone who enjoys exploring new digital tools, making data-driven decisions and experimenting with creative ideas. You’ll also maintain our digital learning systems, keep learner data accurate, support managers with training plans, and lead the creation of new e-learning content. You’ll also bring fresh, learner-friendly ideas to improve the staff learning experience, using curiosity, a willingness to have a go, and a growth mindset to develop new skills.

You’ll also play an important role in our HR & Recruitment function. A typical shift might include responding to inbox queries, completing right-to-work checks, updating systems, and supporting payroll admin. You’ll enjoy keeping things organised, spotting small errors before they become bigger issues, and helping colleagues access clear, accurate information.

You’ll be part of a supportive team that encourages development, celebrates creativity, and provides opportunities to learn new skills. You don’t need prior digital design experience. We’re looking for someone with the confidence to try things out and a genuine interest in supporting others’ development.

Key Result Areas

Responsible for	Contributor to
Confidently navigating our systems: • Keeping Staff Savvy (our people management system) organised and accurate. • Creatively designing learning using Articulate (our E-learning design software). • Managing user accounts, uploading new users, and organising team allocations on our LMS (The Learning Hive).	Preparation and delivery of our Open Meetings/Training Sessions with staff: • Booking and setting up room. • Supporting presentation slide design. • Recording and tracking attendance. • Analysing feedback forms.
Tracking engagement data:	Manager meetings:

- Running simple reports. - Noticing patterns in data. - Interpreting where engagement is strong or needs support.	Supporting conversations with line managers about training needs and onboarding guidance.
Recruitment and onboarding: - Supporting with the completion of right to work checks. - Responding to candidate questions via email. - Providing support with monthly payroll admin.	Employee experience and engagement - Supporting staff collaboration events and initiatives. - Designing and reviewing feedback mechanisms.
Creative content support: Bringing fresh ideas to our learning resources. Considering learner-friendly improvements, from navigation to visual design.	Our L&D student staff learning pilot Supporting conversations with studying staff, supporting data management and offering perspective on training sessions.

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				
We accept candidates from any educational background.				
Skills				
Attention to Detail – ability to complete admin duties independently with a careful and methodical attitude. Tasks include updating records, completing right-to-work checks or supporting payroll administration with precision and detail. *	✓			
Creativity - Brings fresh, engaging ideas to their work and enjoys finding clearer or more user-friendly ways to present information.	✓	✓		

Able to think beyond the obvious, experiment with new approaches, and adapt designs or processes to suit different audiences. *				
Independent - Able to manage tasks independently, organise workload effectively, and maintain momentum without close supervision. Shows good judgement in deciding when to progress something alone and when to check in with the team. *		✓		
Confident Communicator - Can express ideas clearly, listen actively, and hold balanced conversations with managers and colleagues. Able to summarise information calmly and professionally. *			✓	
Personal Attributes				
Curiosity - Brings a natural interest in how things work and enjoys asking thoughtful questions to understand processes, people, and learning needs more deeply. Uses curiosity to spot opportunities, suggest improvements, and continuously develop their own skills. *	✓			
Adaptability – Being flexible to last minute changes to recruitment, training needs and processes. *		✓		
Development Driven – Someone who is motivated by helping others grow and is committed to improving learning experiences across the organisation. Actively seeks opportunities to develop their own skills. *		✓		
Genuine interest in People Practice & Learning and Development - Shows a real curiosity about how people learn, develop, and grow in their roles. Actively seeks to understand People Practice processes and enjoys exploring new tools, methods, and ideas that support staff development. *				✓
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 and knowledge. You will have the opportunity to get involved in all aspects of HR, including payroll, learning and development, wellbeing, policy and inclusion.
- Independent and formal learning:**
 You'll get access to our eLearning platform that contains hundreds of hours work of skill and knowledge building videos. When you join the team, we'll create a bespoke learning pathway for you that supports you to build the skills that are essential for success in this role.

 You also can attend other training sessions as well as conferences and local events with the rest of the People team.

Working Arrangements

The People team sit in the Finance and Resource office at the Students' Union. Our office is located on the first floor of the building; it's bright and open plan and shared with the Finance and Facilities teams. You have the option to work in the office or remotely, with the expectation that you will attend the office for at least 1 shift per week. When working in the office, we take a hot desking approach.

There are times of the year where there may be more hours available, such as over summer because the majority of our recruitment activity happens between June and September. Equally, there are times where there are less hours available such as December due to Christmas closure and reduced activity.

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](#).

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