



GUIDE TO RECRUITMENT

At the University of
Manchester Students' Union

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MAKE THE MOST OF MANCHESTER

ABOUT US

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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 the direction and strategy at UMSU. It's made up of our CEO, COO, 3 Directors. We are also governed by our trustees and Exec Officers, you can find out more about that [here](#).

All our permanent, full-time roles are salary-graded (Grade A-E) which means that there is a clear path to your development and progression whilst at UMSU.

We hope this guide is useful to you during the recruitment process and we look forward to welcoming your application to work with us.



Hannah Hopkins
Associate Director
of People



Frankie Fox
Employability
Manager

OUR RECRUITMENT PROCESS

At UMSU, our recruitment process mirrors our organisational values

Our Values



We put students at the heart of our work:

We believe that student experiences are a priority and that we need to help students make the most of their journey whilst studying at University of Manchester



We provide a 'great experience' service:

We believe that in order to have a lasting positive experience, we need to provide the best levels of service to students, colleagues and external stakeholders.



We believe in improvement/progression:

We believe that to be the best we can be as a union we should be striving to develop new ideas and improve existing services to support the diverse and fast-changing needs of our students



We are a community:

We believe that seeking opportunities to work with students, colleagues, and external stakeholders is necessary to develop ideas and deliver activities as we recognise the passion, knowledge and creativity of Manchester



We are open and transparent: We believe that a great union should communicate openly and provide a clear reasoning in its decision making in order to earn the trust from students, staff and stakeholders.



We are inclusive: We believe that our work and priorities should reflect the whole of the diverse community we serve in way that recognises and celebrates our differences.

How we recruit

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 exactly 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, book interviews and receive an offer letter, if successful.

Our process allows you to show us your authentic self and gives you a platform to display your skills and knowledge in relaxed and welcoming setting. We'll never put any unnecessary pressure on you, ask you trick questions or interrogate you in an interview. We'll support you all the way through our process.

APPLICATION STAGE

Every applicant applies for a vacancy via an application form. We don't accept CVs.

How to write and submit an application form

- You'll be asked for your details such as your name and contact information. Please feel free to use your preferred name as we don't need your ID/legal name unless you are offered the role.
 - We will then ask you 4-6 questions that are based directly on the person specification criteria. We'll only ask you questions based around criteria that are essential to the role you are applying for.
 - You should write your answers in the STAR format and give as much detail as possible for the 'action' you took and the 'result' that your action achieved. We want examples! You have 500 words per question.
 - Once the application window has closed, your application form will be scored by a hiring panel of three who score each question from 0-5. An average score will be generated and the top scoring applicants will be invited to attend an interview. You'll be able to book an interview slot via StaffSavvy.
 - We won't ask you for your past work experience but you can talk about this in your answers to the application form questions if you wish. We'll also never ask you for your education details as we accept candidates from all educational backgrounds.*
- * For some senior roles or technical roles, you may be asked for specific qualifications.**



INTERVIEW STAGE

On the day of your interview, you'll be greeted by a member of the panel in the reception area on the ground floor of the Students' Union.

What happens next?

They will show you up to the interview space. The interview will take place in the People Team's office, it's accessible via both stairs and lift. There are disabled toilets and gender neutral toilets nearby.

The interview will start with the panel introducing themselves, chatting about the role as well as the structure of the interview. You'll then move into the formal question section of the interview. You are more than welcome to ask the panel to repeat or rephrase a question, pause to take a break or come back to a question later in the interview. If you have been asked to complete a task, you'll usually do this at the beginning of the interview.

Our interviews are structured - we ask all candidates the same questions and give the responses a score from 0-5. The interview questions will be based off the person specification, testing you on essential skills or knowledge for the role. You should structure your answers in the STAR format, giving us as much detail as possible and providing several examples for each question. For all interviews, you'll be provided with the interview questions 48 hours in advance of the interview to help you prepare.

You may be asked to complete a task before the interview to present to the panel, or to complete a task within the interview. You'll receive information about what you are expected to prepare with the interview invite. Examples of previous tasks have included presentations, creating a resource, responding to an email or role playing a scenario.

You'll be interviewed by the same hiring panel of three who scored your application. All of our interviewers have undertaken unconscious bias training.

You should expect to hear back regarding the outcome of your interview within 5 working days of the final interview.



INTERVIEW STAGE

**There are many things to think about before an Interview.
Below are few things we think will help put you at ease.**

No dress code

We don't have a dress code for interviews at UMSU.
Please wear whatever you want.

If you have sensory differences, you are welcome to wear whatever makes you feel comfortable such as light filtering glasses.

Shaking hands

We don't expect you to shake the hiring panels hands if you don't want to. Our recruitment panels are asked not to offer their hand first but of course, if you want to shake their hands, go for it! We won't judge you if you don't want to though.

Interview expectation

We have outlined what a typical in-person interview will look like on page 4 but if you prefer to have a more depth conversation, please feel free to arrange a call with the People Team. Our contact details are on the last page!

Interview questions

We'll never ask you a trick question during an interview. When we ask you a question, it's always direct and there is never another meaning to it.

You'll typically receive the interview questions 48 hours in advance of the interview to help you prepare.

You may be asked additional questions based on the answers that you provide. For example, if the panel want a bit more information, they might ask you "Can you expand on that?" or if they want you to provide an example of a skill, they might ask you "Do you have an example?"

If you don't understand what a question is asking, please ask us to clarify!

You are welcome to bring brief notes into the interview with you.

ACCESSIBILITY REQUESTS

We are happy to accommodate any reasonable accessibility request that ensures you are able to comfortably apply to work with us. Examples of requests include:

- Additional time for your interview
- Printed copy of the questions
- Online interview (camera on or off)
- Live captions for online interviews
- Telephone interview
- Bringing notes into an interview
- Submitting application form in an alternative format (such as audio or video)
- A higher word count for application form questions
- Clarification on application form questions or interview questions

If you have any other request, please let us know and we'd be happy to accommodate.



TOP TIPS

We've come up with some recommendations to support your application and interview preparation;

Interview stage

- Be prepared - read the role profile, look at our website. p.s we are a separate organisation from the university!
- Write your answers to the application form questions on a separate Microsoft Word document - this means that you won't lose your work if you experience a technical difficulty
- Make sure your answer answers the question directly
- Use the STAR format to structure your answers - we want examples of how your skills and knowledge meet the person specification!
- If you are a student, you can visit UoM Careers for support completing an application form.
- Be prepared - read the role profile, look at our website and prepare answers for the interview questions if you are provided with them in advance
- Structure your answers with the STAR format Bring in notes if you wish to
- If you can't attend in-person, we'll offer you an online interview
- You can ask us for an alternative interview date if you can't attend on the date that you've been invited to, just ask us and we will try our best to rearrange
- Wear what you like - we don't have a dress code for our interviews
- Let us know if you have any accessibility requirements that would make interviewing more comfortable for you



YOU'VE BEEN OFFERED THE JOB, WHAT NEXT?

Below are some of the things that will happen next once you have been offered your new role.

Manager phone call

Your new manager will make 1-2 attempts to call you on the number provided in your application form to offer you the role.

This is your opportunity to verbally accept the offer, ask questions and discuss a start date.

Offer letter

If your interview was successful, you'll receive an offer letter via email. You'll be notified of your salary, contract terms and start date. The offer letter will also contain information on how you can begin onboarding.*

Right to work check

Once you have uploaded a copy of your photo ID onto StaffSavvy (our recruitment management software). You'll book a 'Right to Work Check' appointment with the People Team where they will check your legal right to work in the UK.

Contract of employment

After you've completed onboarding and have attended a Right to Work Check, you will be issued with a contract of employment. You'll be able to view, download and sign this via StaffSavvy.

Probation

When your employment commences with us, your probation will last for 6 months/15 shifts.

***all job offers are subject to pre-employment checks.**

SUPPORT AND GUIDANCE

Inclusivity

Our recruitment practices are constantly monitored to ensure we are providing the most inclusive and transparent processes for applicants. There are a number of steps we have taken, and additional measures we can put in place to support those who face barriers when applying to join us. Please read more [here](#).

Rejections

You'll be notified regardless of whether you are successful or unsuccessful via email. We encourage you to request feedback on an unsuccessful application. You are welcome to re-apply for roles at UMSU if you have previously had an unsuccessful application.

Feedback

We welcome feedback on our recruitment process;

Feedback form

Ai in recruitment

Please read our guide on permitted use of GenAI in our recruitment process [here](#).

Students

UoM students can seek support from the **Careers Service** for

- Application form guidance
- Interview simulations
- General employment support

Data

The security of your data is taken very seriously.
Please read our data disclaimer to find out more.

