

Role Profile

Role title:	Research Assistant
Salary:	£12 per hour + holiday pay
Full/Part Time:	Part-Time
Contract term:	Zero Hours, Fixed-Term until July 2025
Accountable to:	Senior Research & Insight Coordinator
Accountable for:	N/A
Hours:	Approximately 2-8 hours per week during term-time
Location:	Usually located at the main Students' Union Building / with an option to work some hours remotely
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
Rewards Package:	We offer a great rewards package. 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 to 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 Researcher, you will play a vital role in driving the success of the Students' Union by supporting the Research and Insight Team in designing surveys, gathering and analysing data, and writing reports. Your work will directly inform key decisions and campaigns, such as the freshers' campaign, strategy and satisfaction survey work, cost of living insights, and more. By providing data-driven insights, you'll shape how the Students' Union responds to student needs, ensures member satisfaction, and enhances the student experience.

Your ability to analyse both quantitative and qualitative data and report on findings and deliver directional insights will significantly impact the effectiveness of Union activities. You'll support and inform decisions that align with the Union's goals to continuously improve student services, engagement, and communications.

Department Overview: Marketing & Development

The Research and Insight Team sits within the Marketing & Development department, a critical part of the Union that drives student engagement, communicates Union initiatives, and strengthens the Union's connection with its members. The department's goal is to ensure that all activities, events and services offered are informed by student feedback and aligned with the evolving needs of the student body. Through insightful analysis and research, we ensure that our events, marketing, communications, design are inclusive, relevant, and student focused.

Key Result Areas

Responsible for	Contributor to
Designing surveys, analysing data and generating reports with directional insights for at least 5 insight campaigns including education, student experience, commercial projects	The research and insight operation plan to be the experts on student academic and university experience. Lead staff with insight to identify research and make the best decisions based on data.
Leading or supporting in at least 2 qualitative research projects (e.g. focus groups) including data analyses and writing reports	The research and insight operation plan to be the experts on student academic and university experience. Lead staff with insight to identify research and make the best decisions based on data.
Assisting in at least 3 mystery shopper programs	Improving the customer service and commercial offering we deliver to students at the Union.

Maintain consistent communication with line manager and project stakeholders to inform and update progress of the project by attending regular update meetings and responding to communications within 3 working days.	Ensuring insight projects are delivered on time to stakeholders and updates are communicated efficiently.
Assist the Insight Street team by talking to students at the Union and the University campus to collect information relevant to at least 3 insight campaigns	To engaging with students face to face to gather meaningful, personal or lived experiences from students – putting students at the heart of what we do.

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	Report Submission	All
Education				
Studying at the University of Manchester in the academic year 2024-25	✓			
Skills & Experience				
Research planning skills - ability to engage stakeholders to gather requirements for planning and designing research projects				✓
Analytical skills – ability to quantitatively and qualitatively analyse data through excel or other statistical software creating insight and drawing distinct themes.	✓			
Facilitation skills - ability of holding focus groups or talking to a large audience with the capacity to conduct presentations, ask probing questions and influence participants to contribute to discussion.		✓		
Report writing skills ability to produce well-structured, clearly written report that interpret and present findings in a concise, logical and accessible format			✓	

Communication skills - confidence in conversation and consistent in online communication		✓		
Critical thinking skills – ability to critically interpret research and generate creative solutions to research and work-related challenges		✓		
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		✓		

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](#).