

Role Profile

Role title:	Wellbeing Ambassador
Salary:	£13.45 per hour + holiday pay
Full/Part Time:	Part-time
Contract term:	Zero hours, fixed term until 31 st July 2026
Accountable to:	Senior Inclusion Coordinator
Accountable for:	n/a
Hours:	Approximately 7 – 12 hours per week during term-time
Location:	At the main Students' Union Building
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 UoM graduating in July 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 (Students Union) 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 will be immersed in an environment that empowers staff to make great things happen and we are 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](#).

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. You can find more detailed explanations of our values on [our website](#).

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

Role Overview

The Students’ Union is committed to supporting undergraduate and postgraduate students throughout their time at university. As a Wellbeing Ambassador you will support the wellbeing of our student community by working on peer-support projects, including SU How’s You.

SU How’s You is a project, led by students, for students. This peer-peer calling project aims to link students to existing support, provide information, and empower them to take positive and well-informed next steps, to support their wellbeing. The project takes an innovative approach in meeting students where they already are, via telephone based ‘check-ins’ and follow up emails. You will drive the project forward, engaging with students directly, while improving our targeted approach, identifying and supporting those who most need it.

The role encompasses the SU’s values as it puts students at the heart of what we do, helping them to make the most of their time at university. You will understand their issues and concerns and look for ways that we can alleviate them. As SU How’s You is still a very new project, you will believe in improvement and progression, identifying and implementing positive changes.

Key Result Areas

Responsible for	Contributor to
Working a minimum once weekly shift in the Students’ Union building, communicating with students’ one-to-one via phone call, asking a series of questions about their wellbeing and providing them with information about support available during their time as a UoM student. You will also refer students to relevant services and follow up via email with the information discussed during the phone call.	A consistent peer support offer and SU Wellbeing presence
Recording live, accurate data during calls, on wellbeing concerns raised by students and services students are signposted to	Designing call scripts and pathways documents to aid in detailed and accurate referrals.
Developing positive relationships with relevant staff across campus, such as within Student Support Hubs and other central areas, to ensure students receive joined-up support across the institution	A collaborative approach to student support, linking up with and referring students to Student Support Hubs, DASS, Counselling, Advice and more
Building up-to-date knowledge of support, resources, event, and other relevant wellbeing areas to effectively inform and refer students	Both undergraduate and postgraduate students receive timely and accurate signposting

Capturing data and feedback from students on the effectiveness of SU How's You to empower and represent their views in future projects	Providing feedback on the student experience to the Exec Team and staff so everyone has access to the same feedback and aims are united
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Person Specification

Criteria	Assessed at:	
	Application Form	Interview
Eligibility		
Current student (2026 or later finish date) at UoM	✓	
Knowledge and skills		
Implement understanding – demonstrates knowledge of current challenges faced by students, and the benefits of peer-support models	✓	✓
Organisation – time management, prioritising workload, completing admin duties including email and telephone	✓	
Innovative thinking – great at thinking creatively, problem solving, producing new ideas and not being afraid to try different ways of doing things		✓
Communication – can engage others and give information, advice and guidance to others confidently, dealing with sensitive or difficult situations with a calm manner.		✓
Professional boundaries – an understanding of and ability to uphold confidentiality and safeguarding processes		✓
Personal Attributes		
A friendly yet professional manner, with the ability to provide empathy and support to students facing difficult circumstances		✓
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	✓	

Customer Service – provides a high standard of customer service, creating a welcoming space for all, continually seeks ways to improve services	✓	
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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 exactly the same way, by submitting an application form and attending an interview. We use a recruitment platform called StaffSavvy where you will 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 will never put you under any necessary pressure on you, ask you trick questions or interrogate you in an interview and we will support you all the way through our process.

Top Tip: our roles can be quite competitive, so we recommend applying as soon as possible as we often close applications early!

If you would like further information or support regarding our recruitment process, we recommend that you read our full recruitment guide for applicants [here](#).