

Role Profile

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| Role title: | Volunteering Programme Evaluation Assistant |
| Salary: | £12.60 per hour + holiday pay |
| Full/Part Time: | Part-Time |
| Contract term: | Zero Hours |
| Accountable to: | Senior Volunteer Coordinator |
| Hours: | Approximately 10-15 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 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 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 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

The Student Development team supports a diverse and growing volunteering programme made up of two key strands: Access All Areas, which focuses on widening participation and raising aspirations towards higher education, and Student Action, in which students create positive change through community volunteering and civic engagement. All projects within these programmes are entirely student-led, with students taking the lead in designing, organising and delivering activities that have meaningful impact. The Student Development team plays a crucial role in equipping these student leaders with the training, guidance and support they need to run safe, engaging and effective projects that benefit both volunteers and the wider community.

As Volunteering Programme Evaluation and Administration Assistant, you'll play a key role in strengthening the quality, reach and strategic impact of our volunteering offer. Working within the Student Development team, you'll help ensure that our student-led projects can clearly articulate the change they seek to make and demonstrate the value they bring to volunteers, beneficiaries and the wider community.

You'll support project leaders to understand and express their intended impact by guiding them through the creation of Theory of Changes, evaluation plans and evaluation resources. By offering training, drop-ins and one-to-one support, you'll build students' confidence in capturing and communicating outcomes from their work.

Through your work gathering and interpreting feedback, survey data and HEAT information, you'll generate insights that shape future programme development and strengthen the evidence base for the Students' Union's volunteering strategy. You'll help turn data into compelling stories – creating reports, award nominations and impact communications that celebrate student achievements and demonstrate the programme's value.

You'll also ensure the smooth running of our volunteering systems by maintaining accurate records of student activity, enabling reliable reporting and ensuring student contributions are formally recognised through the HEAR.

Success in this role requires strong analytical skills, excellent communication, attention to detail, and the ability to present data and insights clearly to a range of audiences.

Key Result Areas

| Responsible for |
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| Providing evaluation support to project leaders through training sessions, weekly drop-ins and 1:1 tailored guidance; coaching student leaders to create Theory of Change models and evaluation plans |
| Collecting and analysing volunteering project impact data, ensuring at least 80% of projects submit their HEAT data and 100% of projects submit evaluation data to measure engagement and success |
| Leading on evaluation and reporting of volunteer leadership experience by designing and analysing end-of-semester surveys, aiming for at least a 50% response rate |
| Compiling Volunteering Hub data for over 500 student HEAR records, ensuring students receive recognition for the volunteering they have carried out |
| Ensuring all compliance and data protection policies are upheld in relation to volunteering programme administration |
| Contributor to |
| Developing training and guidance materials for student leaders on evaluation and impact reporting; contributing insights from evaluation and student feedback |
| Supporting with the awards nominations process, providing data and impact summaries to support strong applications for around 20 volunteering projects |
| Assisting with the planning, organisation, and delivery of the Get into Volunteering Fair, contributing to an event that engages 200+ students |
| Supporting the monitoring of the shared inbox, responding to key inquiries related to compliance, evaluation, and finance |
| Communicating impact through storytelling, monthly case studies and contributions to SU-wide reporting |
| Career Development |
| Training and facilitation |
| Data analysis and reporting |
| Communications and storytelling |
| Customer service and advice |

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 | | | | |

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| We accept candidates from any educational background. | | | | |
| Skills | | | | |
| Data Analysis & Evaluation – able to collect, interpret and draw insights from quantitative and qualitative data; confident working with spreadsheets, surveys and reporting tools | ✓ | | | |
| Organisation & Time Management – able to manage multiple evaluation cycles, deadlines and data processes across numerous student-led projects; strong attention to detail | ✓ | | | |
| Problem Solving – able to identify issues in data, processes or student understanding, and propose practical solutions or improvements | | ✓ | | |
| Communication Skills – able to present findings clearly through written reports, storytelling, case studies and verbal explanations; capable of communicating complex information simply | ✓ | ✓ | | |
| Personal Attributes | | | | |
| Analytical & Insight-Driven – naturally curious about what data reveals, motivated to investigate trends and understand the student experience | ✓ | | | |
| Proactive & Independent – able to take initiative, manage tasks with minimal supervision and look for opportunities to streamline or improve evaluation processes | | ✓ | | |
| Detail-Focused – diligent in quality-checking data, ensuring accuracy and maintaining reliable records for HEAR, HEAT and programme evaluation | ✓ | | | |
| Creative Communicator – interested in turning data into compelling impact stories that celebrate student volunteering | | ✓ | | |
| Awareness of volunteer/charity sector – this may be through experience as a volunteer, awareness of the barriers facing student volunteers, understanding of the benefits of volunteering | | | | ✓ |

| Values & Behaviours | | | | |
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| 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 | | ✓ | | |

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. You'll gain practical experience in evaluation design, data analysis, impact communication, and supporting student leaders. You will build these skills through real projects with guidance from the Student Development team.

Independent and formal learning:

If you prefer independent learning, you'll have access to a range of resources such as e-learning modules, and reading on volunteering, data analysis and community impact.

If you learn best through structured sessions, the People team regularly offer staff development workshops and training opportunities. In addition, there will be chances to attend events and networking sessions with colleagues across the Students' Union and University.

Role-specific qualifications or development opportunities:

Where relevant, we'll support you to pursue external training or sector webinars. As part of this role, you may have the opportunity to undertake training in areas such as evaluation methods (e.g., Theory of Change, qualitative analysis, survey design), data skills (such as Excel or introductory data visualisation), or volunteering best practice.

Working Arrangements

The Student Development Team is based in the Activities Office, and this role is primarily student-facing, so you'll spend most of your time on campus. While the work is largely on-site, there may be opportunities for occasional home working depending on the tasks you're undertaking. Core office hours are 9am to 5pm, and most of your shifts will fall within this timeframe. There may be occasional

evening shifts, and flexible working is supported where possible. All shifts will be scheduled in advance and planned around your academic commitments.

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.