

Role Profile

Role title:	Volunteering Programme Support 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 from 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 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

All projects are student-led, which means students volunteer to organise the activities, recruit their own team of volunteers to deliver them, and, when relevant, manage the relationship with local partner organisations. To ensure these projects have a positive impact volunteers and participants involved, their volunteer student leaders need outstanding support from the Students’ Union.

The *Volunteering Programme Support Assistant* will play a key role in enabling a variety of volunteering projects to thrive through maintaining group processes and supporting project leaders in their volunteer management.

The role sits within the Union’s *Student Development* team who are committed to offering a high level of support, administration, training, and development to student leaders and volunteering groups. With a growing number of projects and activity each year, we are keen to ensure leaders have access to excellent support and guidance.

The *Volunteering Programme Support Assistant* will play a key role in enabling a variety of volunteering projects to thrive through maintaining group processes and supporting project leaders in their volunteer management. They will deliver support to volunteering student leaders such as information provision, practical support including delivering training and workshops, and promotion and communication. There will also be opportunities for the candidate to contribute to evaluation and decision-making around priorities in the work area.

This role is student-facing, requiring excellent customer service and communication skills, both digitally and in-person, to support students through resources and guidance on the SU’s volunteering processes. In addition, the candidate will regularly use of a range of software packages including Microsoft Word, Excel, and Outlook. The candidate will deal with numerous email and face-to-face enquiries predominantly from students looking to volunteer or from student leaders. The candidate must be able to balance priorities and take an organised approach to ensuring tasks are completed across the working week.

Throughout the year there will also be opportunities to support at events such as Student Volunteering Week, Awards nights and Get into Volunteering fairs. Moreover, the role is designed to offer professional development opportunities through training and networking opportunities with other university colleagues. In particular, the Students’ Union volunteering team work closely with the University’s

volunteering team, meeting regularly, supporting and promoting each other's opportunities as well as participating in knowledge sharing practices.

Key Result Areas

Responsible for
Acting as the primary contact for Volunteering Project leaders and committee members. Offering 1-2-1 guidance through drop-ins, scheduled meetings and emails.
Communicating important information to the student body in a timely, concise, and professional manner. This may include news about training, funding deadlines, changes to processes, and closing the feedback loop on student feedback. This also includes keeping the Volunteering section of the website up-to-date, and liaising with the Marketing and Communications team as required.
Supporting students to pitch new student-led volunteering projects. <i>Students may pitch community volunteering projects to our team at any time of year. You will support them in ensuring their ideas meet the rationale of our Student Action or Access All Areas grants, helping them to develop Theory of Changes, Evaluation Plans, and various risk mitigation procedures.</i>
Ensuring that all student groups running volunteering activity have up-to-date adverts active on the Volunteer Hub and that said activity is covered by their risk assessments. Ensuring that volunteers are logging their hours on the Volunteer Hub
Contributor to
Ensuring the Student Development team provides a great experience service for student volunteers on other programmes by maintaining a shared team inbox, replying to all enquiries within our organisational timeframes.
Creating safer volunteering projects by processing DBS checks for student volunteers across a range of student development team projects, ensuring risk assessments are thorough and up to date, and reviewing our processes to find solutions to problems.
Supporting student-leader development. This may be through proposing, developing, and delivering new workshops / training for volunteer project leaders and volunteers, or suggesting improvements and adaptation to existing training.
Collecting feedback on the work of the Volunteering team and recommending adapted approaches in response.
Career Development
Opportunity to manage projects independently in a supportive environment
Customer service and advice
Delivering and facilitating training, with the opportunity to develop and enhance current training offer
Administrative experience

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				
Administration – capable of managing administrative tasks to a high standard, attention to detail in maintaining financial records via Excel.	✓			
Problem solving – great at thinking outside the box, good understanding of when to work independently and when to seek further support.		✓		
Mentorship – great at supporting others, clear understanding of when and where to signpost others, seeks ways to elevate student voices, encourage others to develop skills and try out new ideas.	✓			
Communication skills – able to organise information logically, tailor it to a specific group, and deliver it clearly and cogently.			✓	
Personal Attributes				
Awareness of volunteer/charity sector e.g. through experience as a volunteer, awareness of the barriers facing student volunteers, understanding of the benefits of volunteering	✓		✓	
Independent – great at taking initiative, trying new ideas and managing own workload. Interested in developing and learning new skills.	✓			
Conscientious – awareness of safeguarding procedures and GDPR, good at flagging and managing potential risks.		✓		
Values & Behaviours				
Align with the SU's values and behaviours both personally and professionally	✓			
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					
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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 volunteer management, administration, training session design, 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, we regularly offer staff development workshops and external training opportunities. These may include sessions on project management, facilitation skills, safeguarding, or Equality, Diversity & Inclusion, as well as chances to attend sector events and networking sessions with colleagues across the Students' Union and University.

Role-specific qualifications or development opportunities:

As part of this role, you may have the opportunity to undertake training in areas such as project management, communication, or volunteering best practice. Where relevant, we'll support you to pursue external training or sector webinars. These opportunities will help you deepen your expertise and build a strong foundation for future roles in volunteer management, internal communications, student engagement or the charity sector.

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.