

Role Profile

Role title:	Financial Wellbeing Manager
Salary:	£31,600 – £34,750
Full/Part Time:	Full-Time
Contract term:	Fixed-Term until 30 th July 2027
Accountable to:	Head of Student Basic Needs & Partnerships
Accountable for:	Student Staff
Hours:	35 Hours per Week
Location:	Primarily located at the Students' Union Basic Needs Centre. There may be an option for some remote working dependent on business need. Occasional duties may also be carried out in different locations across the University campus, main Students' Union building, or within the community.
Eligibility:	Open to applicants with relevant skills and experience who are eligible to work in the UK.
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 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 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 Financial Education & Support Officer/Manager is a 2-year post funded by the University of Manchester, responsible for the design and implementation of a new financial education and support offering as part of the Basic Needs team, aiming to support students around food, housing, finance, and other baseline needs. Statistics show that money is a key area of concerns for students, as they face an ever-increasing cost of living, rising rent, and financial uncertainty. In the 2024/2025 academic year so far, more than 20% of students seeking support from the Advice service have done so due to their financial circumstances.

This role aims to help students better understand and take control of their finances, providing support and guidance to avoid issues escalating into a crisis, and signposting to relevant support services and funding opportunities as appropriate. You'll possess a good working knowledge around general financial literacy and budget management, being able to confidently plan and deliver engaging workshops and other activities designed to support students with these topics and more. Through speaking to students and staff, you will also aim to identify the barriers and key issues students face, creating a variety of proactive and reactive methods of support to address them. You'll also work closely with the Advice service, who provide support and guidance for students on a wide variety of academic and personal subjects. You'll collaborate with them to set up an effective two-way referral pathway that ensures students are directed to the right place.

You'll help to raise awareness of effective money management and financial literacy within the student population, and design and deliver educational workshops around finances, budgeting and other related topics. You will also be responsible for managing financial support interventions, processing applications and working with our Finance team to ensure that students in need receive support in a timely manner.

You will become an expert on the financial support available to students through the Students' Union and University, ensuring that students are fully aware of the options available to them and supporting them to access it. You'll also represent the Students' Union in cross-organisational working groups to assess the current financial offer and identify opportunities for continuous improvement.

Another area in which you'll contribute to the strategic theme that students feel well supported is by building strong relationships with relevant stakeholders. These include colleagues and services within the Union and our Officer team, the University, as well as external partners. Strong relationships

ensure effective signposting and referral pathways, opportunities for new collaborative work, and networks to influence wider positive change for students.

Key Result Areas

Responsible for	Contributor to
Improve students' access to the Cost-of-Living Support Fund by offering dedicated appointments to help them with their applications. You'll reduce barriers and grow the number of applications made. This will ensure a great service experience for students.	Gathering data and insight on students' experience of money issues. You'll use data and insight to embed new ways of working, always seeking to improve the service. Using data and insight to influence stakeholders and create positive change for students so that they feel well supported.
Design and delivery of a variety of workshops, aiming to improve students' financial literacy and support them to effectively manage their finances.	Building and maintaining relationships within the Students' Union, the University, and externally, to create effective signposting and referral pathways, seek new collaborative work and opportunities, and use these networks to influence wider positive change for students.
Building and maintaining a relationship with the University funding team to seek new and collaborative ways of working, and opportunities to influence positive change to the financial support offered to students.	You'll put students at the heart of our service by developing strong relationships with our officers, bringing their ideas into our work and finding ways to collaborate to bring about positive change for students.
Managing financial support provisions, including (but not limited to) the Emergency Loan. You will aid students in accessing appropriate support, processing applications and working with our Finance team to ensure payments are made in a timely manner.	You'll contribute to the improvement and progression of the service by regularly reviewing and updating internal (e-mail templates) and external facing resources (website).
Appointments with students to answer their questions around financial issues, help them gain skills and knowledge, and effectively signpost them to other relevant services.	

Organisational Stewardship & Leadership Responsibilities

- You'll contribute to departmental planning processes and hold teams accountable for performance against key goals and indicators
- You'll understand key risks for area of work and ensure risk assessments are conducted against relevant activities
- You'll assist and support staff in assisting in key students' union events & activities throughout the year including Welcome week, elections and supporting the officers in delivering their plans
- You'll lead teams acting as an exemplar of the Union behaviours ensuring all staff are given appropriate support in line with the Union management framework and teams are consistently

held accountable for delivering against expected performance standards (both role performance and behaviours)

- You'll ensure that teams activities are delivered in line with budget envelope and ensure any risks to financial targets are highlighted. Contribute to the forecasting & budgeting exercises in line with the organisational framework
- You'll hold good working knowledge of policy and procedure as it relates to the team's function, ensure that the team is knowledgeable in the policy and procedure that affects them and provide guidance to staff on application of the policy framework
- You'll proactively contribute to maintaining the communal spaces and ensuring whole team share responsibility for managing team stores and keeping areas clean and tidy

Person Specification

Criteria	Assessed at:			
	Application Form	Interview	Interview Task	All
Education				
We accept candidates from any educational background.				
Skills				
Communication – can analyse and understand complex information and communicate this in a clear and simplified way, tailoring to the recipient.				✓
Networking – great at building new positive working relationships as well as retaining current ones with internal and external stakeholders.		✓		
Organisation – great at planning ahead, managing your time, prioritising workload for yourself and others, and completing admin duties like emailing, keeping your calendar up to date, following process and procedure.		✓	✓	
Growth mindset – willingness to constantly improve, proactive approach to continuing professional development and training, stays up to date with best practise and legislation changes, look for ways to improve processes and services		✓		
Experience/Knowledge				
Workshop delivery - Planning and delivering workshops to provide information and education, preferably around finance and/or money management	✓		✓	

Safeguarding – Basic knowledge and experience of safeguarding, able to support individuals in crisis or those who are additionally vulnerable. Can apply these principles in practice to safeguard service users (additional training will be provided)	✓	✓		
Finance – Awareness of the financial support & funding available to students, able to summarise this information and communicate it effectively to students in need.				✓
Personal Attributes				
Independent / problem solver – great at working with autonomy, using initiative, thinking outside the box, and not afraid to try new ideas.	✓	✓		
Adaptive – great at managing change, flexible to differing team members needs/ways of working, confident at managing taking on busy periods.	✓	✓		
Accountable – takes ownership over own areas of work, able to own mistakes and resolve accordingly, confident to hold others to account.		✓		
Communication – displays radical candour through giving and receiving feedback, uses data and knowledge to provide rationale for decision making, conveys information to different audiences effectively.				✓
Values & Behaviours				
Aligns 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.		✓		

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](#).