

Job Description & Person Specification

JOB DESCRIPTION

Post title:	Inclusion Manager
Salary:	£30,450 - £33,600
Full/Part Time:	Full time
Contract term:	Permanent
Date of Writing:	January 2024
Accountable to:	Head of Student Development
Accountable for:	Senior Diversity and Liberation Coordinator; Senior Access and Widening Participation Coordinator; Senior Wellbeing Coordinator
Hours:	Standard hours are 35 hrs per week – these hours can be worked flexibly, and we are happy to discuss alternative working patterns
Location:	Usually located at the main Students' Union Building, with an option for some home working (usually around 2 days per week) where duties do not need to be delivered on site
Eligibility:	Open to applicants with relevant skills and experience who are eligible to work in the UK
Benefits	<p>We offer staff many benefits including</p> <ul style="list-style-type: none">• Annual leave 30 days + Christmas close (or equivalent) + bank holidays• Employer pension contribution matched up to 8%• Hybrid / flexible working (where possible)• Enhanced sick/maternity/paternity/adoption pay• Needs based compassionate leave• Travel loan scheme• Free Manchester Academy gig tickets

PURPOSE OF THE ROLE

At the University of Manchester Students' Union, we believe that all students should have the opportunity to thrive during their time at the University. Some students are more likely to face barriers that prevent them from making the most of university, particularly those from historically underserved (e.g. student parent, commuter student) or marginalised communities. We are committed to systematically identifying and dismantling these barriers to involvement with all the university has to offer.

The Inclusion Manager post is a newly re-focussed role. The postholder will embed an approach to diversity and inclusion that is based on researched and is impact-led, integrated across the Union, and underpinned by a culture of accountability. In this role, the postholder will lead a team of Senior Coordinators to deliver three ambitious programmes:

- our access project, which empowers university students to promote higher education in schools and colleges where there are young people from underrepresented backgrounds;
- our wellbeing schemes, which are where students work with other students to promote physical and emotional safety in a proactive friendly way; and
- our diversity and inclusion work, which ensures that the union and the University are doing the things that will enable all students to thrive, regardless of personal background.

It will be very important to create a team culture that supports Senior Coordinators to learn from the union's data/insight and feel brave enough to innovate and be creative in their programmes. This is integral to developing approaches to diversity and inclusion at the Union. The postholder will build and maintain a network of student and staff stakeholders, balancing their varied needs and expertise to ensure the interventions the team run actually do improve inclusivity and accessibility at the University of Manchester.

It is essential that the Inclusion Manager takes a proactive approach to developing their own knowledge of inclusive practice and uses this to develop the knowledge and skills of colleagues across the Union.

TYPICAL WORKING DAY

For UMSU's Inclusion Manager, a typical day might include empowering a Senior Coordinator to try something new with their programme, reviewing impact data or other student feedback to guide changes to future delivery of an activity, or engaging critically with an article/blog/journal/programme evaluation from another organisation to develop knowledge and understanding.

You'll participate in strategic thinking and action spaces with colleagues from across the union and the University. You'll also support your team to facilitate similar spaces for students that volunteer or are part of the student staff team that work on access, wellbeing, and inclusion. Good project management will be important to the day-to-day delivery of activities, ensuring the Senior Coordinator team are motivated and equipped to deliver their programmes according to project plans, alongside completing tasks associated with your own projects.

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Maintaining productive relationships with strategic and/or funding partners is a key element of this role, which includes report writing for union-led initiatives and contributing to reviews of University-led programmes. You'll be managing administration associated with your activities using Microsoft Office and our Students' Union Management System (SUMS) (training provided on the job), and communicating in meetings, over the phone and via email.

PRINCIPAL DUTIES

Role specific

- Contribute to the ongoing development of the union's diversity and inclusion strategy, experimenting with new programmes and evaluating these interventions effectively to drive innovation in our practice
- Lead and motivate a team of specialist Senior Coordinator to deliver multiple impactful programmes. Ensure these are driven by a shared vision for inclusivity
- Develop a network of contacts across the union, university and wider community that helps create a more inclusive student experience. Manage our strategic partners' various levels of involvement, diverse visions and different expectations around this work as necessary
- Put the voices and experiences of marginalised and underserved student communities at the centre of this work by using research-led approaches and where we don't know something, commission research (working with our Research and Insight team) to better understand it
 - Embed a solutions-focused approach to feedback about the union's diversity and inclusion programming that drives transparency, accountability, and innovation
- Further develop the union's strategy for supporting students to design activities that create welcoming and inclusive spaces for their peers
- Expand and contribute own expertise on inclusive practice to both union University-led initiatives
- Other duties of a similar nature as required by line manager

Organisational stewardship & leadership

- Contribute to team planning days and delivery of team goals and objectives
- Lead the staff team, 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)
- Conduct risk assessments for area of work and have a good knowledge of risk mitigating activities for day-to-day activities
- Perform the role in line with Union financial framework ensuring all financial paperwork is passed to the finance team, contributing to budgeting and forecasting for aspects of the departmental budget

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- Hold expert knowledge of policy and procedure as it relates to the role being delivered and independently apply the framework for the majority of day-to-day matters

PERSON SPECIFICATION – Liberation and Wellbeing Manager

Criteria	Essential or desirable	Assessed Via	
		Application form	Interview/ Presentation
Qualifications			
We welcome applications from any educational background	n/a		
Safeguarding training	Desirable	✓	
Experience			
Minimum of two years’ experience managing orleading teams/groups in either paid or voluntary work with at least three members	Essential	✓ (supporting information)	
Experience of working with multiple stakeholders and managing competing stakeholder demands	Essential		✓ (interview)
Experience of working or volunteering in a role including equality or inclusion	Essential	✓ (supporting information)	
Experience of managing an activity or project within an agreed budget and with agreed KPI's (Key Performance Indicators)	Essential	✓ (supporting information)	
Knowledge & Skills			
Proven ability to motivate and engage team members taking a proactive approach where individual performance falls below standard	Essential		✓ (interview)
The ability to identify and remove barriers to ensure diverse participation in activities	Essential	✓ (supporting information)	
Demonstrate ability to take action when the work of self or team is falling behind schedule or team priorities/project outcomes are not being met	Essential		✓ (interview)
The ability to use a range of approaches to develop knowledge and skills in others	Essential	✓ (supporting information)	
Personal Attributes			
The ability to effectively manage competing demands and priorities responding to challenges and changes in a logical way	Essential		✓ (interview task)

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Honest and open about own knowledge and takes a proactive approach to developing self, using a range of different views and approaches	Essential	✓ (interview)
Able to work in an independent way within an agreed framework to develop different projects and activities	Essential	✓ (interview)
Able to give and receive feedback in a solutions focused way	Essential	✓ (interview)
Values & Ethics		
Understanding of and commitment to UMSU's values (see following section)	Essential	✓ (supporting information)

What are our values?

We put students at the heart of our work

We believe that student experiences are a priority and that we need to help students make the most of their journey while studying at University of Manchester. We are committed to supporting our students in their education, employment, and activities by integrating student opinions into our work. We will seek to empower and represent our students as we believe we know our students better than anyone else.

We provide a 'great experience' service

We believe that to have a lasting positive experience, we need to provide the best levels of service to students, colleagues, and external stakeholders. We endeavour to provide the best support and service while promoting positivity and friendliness.

We believe in improvement/progression

We believe that to be the best we can be as a union we should be striving to develop innovative ideas and improve existing services to support the diverse and fast-changing needs of our students. By continually reflecting and reviewing what we do and acknowledging areas for improvement and growth we can become a sector-leading organisation. We are committed to listening to our students and our stakeholders to gain useful feedback and ideas that we can use to constantly improve every aspect of our business.

We are a community

We believe that seeking opportunities to work with students, colleagues, and external stakeholders is necessary to develop ideas and deliver activities as we recognise the passion, knowledge, and creativity of Manchester. This is important as we look at the bigger picture – we gain multiple perspectives which leads to better planning and more inclusivity. We will try and foster communities to create a sense of belonging as we continually seek to learn from our communities.

We are open and transparent

We believe that a great union should communicate openly and provide a clear reasoning in its decision making to earn the trust from students, staff, and stakeholders. We must maintain active communication with students, making sure that they are a part of our decision-making process and being transparent about both our successes and failures. We need to deliver on the outcomes of our democratic processes, never diverting from the truth or creating false narratives.

We are inclusive

We believe that our work and priorities should reflect the whole of the diverse community we serve in way that recognises and celebrates our differences. To do this we are seeking to include a diverse range of voices, beliefs and values in all our work. We will identify the barriers and structures in place that are limiting students, staff and stakeholders; seek to bring these barriers down; and examine our role in creating them.

Liberation. Equality, Diversity & Inclusion Statement

What is Liberation, equality, Diversity & Inclusion at the Students' Union?

The purpose of the Students Union is to ensure that we are supporting and advocating for the 45,000 students of the University of Manchester. We ensure that the Students' Union is a welcoming and accessible space where all our students are treated with dignity and respect. We do this by ensuring that we are consciously removing barriers to students' participating in our many activities. As such it is an essential part of all our staff team's roles to be conscious of the kind of barriers encountered by different groups and to proactively take steps to remove them from all activity.

[Collective Liberation Guide](#)

Who & how does this role support?

This role provides strategic leadership for the union's student-facing liberation, diversity and inclusion work, ensuring student needs are identified and prioritised, supporting communities of students who wish to engage in representation, advocacy and changemaking, and partnering with teams across UMSU to embed best practice across the organisation. Beyond this, the Inclusion Manager is pivotal in influencing the University to dismantle barriers to student's getting into the university and succeeding while they are here. This ultimately impacts the experience of all students at the University of Manchester, but with a specific focus on students who encounter significant institutional barriers to accessing and thriving in higher education.

How does liberation impact on this role?

Liberation is a core element of the Inclusion Manager role, as the postholder provides strategic leadership for this area of work. The postholder oversees research into the experiences of students from marginalised and/or underserved backgrounds and uses this to inform the work to the union embeds across our organisation. It is essential that the Inclusion Manager is guided by the insights of marginalised/underserved student communities in understanding the barriers to making the most of with higher education, and platforms initiatives founded and led by students from those communities.