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**Opportunities
& Development
Manager**

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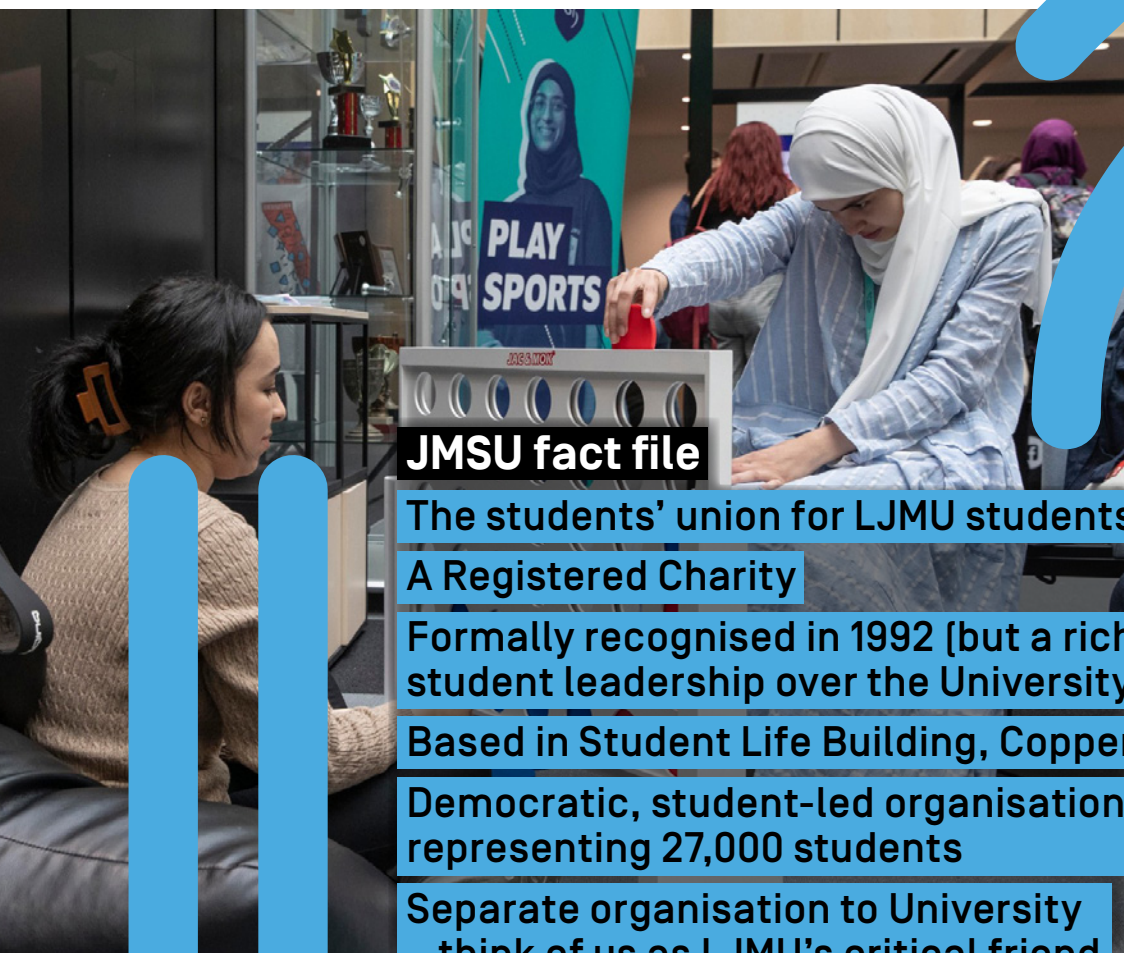
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Thank you for your interest in working for JMSU.

It's our job is to make sure students get the most of their time at Liverpool John Moores University and in the amazing city of Liverpool. We do this by opening our students' eyes to the opportunities University life brings outside of studying and lectures. We ignite passions, provide new experiences, speak up for positive change and above all, help students make the most of their student experience.

Our safe space gives a home to everyone, along with our societies, sports clubs, volunteering, events, independent advice, campaigning and student leadership roles which represent students at a course and faculty level. We work hard to bring great things to life, and look forward to seeing what journeys and success stories our students achieve year on year.



JMSU fact file

**The students' union for LJMU students
A Registered Charity**

**Formally recognised in 1992 (but a rich history of
student leadership over the University's 200 years!)**

Based in Student Life Building, Copperas Hill

**Democratic, student-led organisation
representing 27,000 students**

**Separate organisation to University
– think of us as LJMU's critical friend**

Our Strategy



Mission

To make a difference to people's lives.



Vision

We aim to empower students to make positive change for themselves, their student colleagues, their university and society through active participation.



Expert Representation

Being an expert in the lives of LJMU students; Capturing, analysing, and advocating to stakeholders to enhance accessibility, quality and the experience of university life.



Building Connections

[Peers, Course, Faculty Union, University, City]

Helping students connect through activity, communities and action. Maximising their time at university to aid student retention, progression, wellbeing, and achievement.



Know our students



Communicate Authentically



Drive Participation & Leadership



Build a Strong & Sustainable Students' Union



Equality, Diversity & Inclusion



How we're run

Trustee Board

Our Board of Trustees is made up of four Student Officers, three external Community Trustees and up to four Student Trustees. They are ultimately responsible for the Charity and establish, with Students, the strategic direction of JMSU and help manage risk and resource. They also support and manage the Chief Executive who is responsible for the overall management and administration of the organisation.

Funding

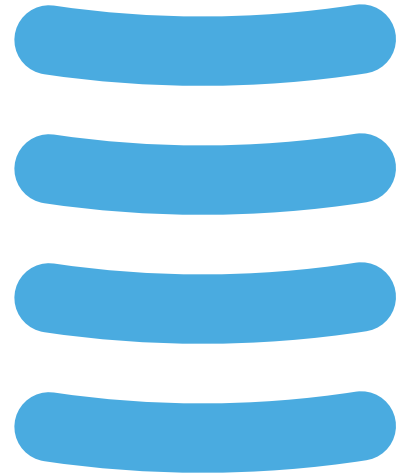
Each year, the university provides us with a block grant, which is our main source of funding. We also make income through commercial partnerships which support the student experience. As a charity, all money made is reinvested back into the organisation for the benefit of LJMU students.

Staff team

We employ a small but mighty team of around 25 core staff, and approximately 15 student staff. Our Senior Leadership Team includes three Heads of Service and the Chief Executive.

Our Student Officers 2024/25

Every year, students can stand to be a Student Officer and lead the direction of JMSU for one academic year, making sure students needs are at the heart of everything we do. Similarly, each year LJMU students can also vote for the students who they would like to see run our organisation via a campus-wide Elections ballot. Say hello to Seren, Lottie, Brenin and Alexandria our 2024/25 team.



Taking Action on Inclusion

We are proud to be a welcoming and friendly team and want all our people to feel confident to be themselves and feel they belong. We're dedicated to building a diverse and inclusive workplace and are not afraid to admit, we have more work to do. It's important that students can see themselves reflected by our staff team and so we are particularly encouraging applications from LGBTQ+ and Ethnically Diverse candidates who are currently under-represented within our core staff team.



Seren

Lottie

Brenin

Alexandria



Role Profile

Job title	Opportunities & Development Manager
Location	JMSU main office Student Life Building, 10 Copperas Hill. Flexibility is required to work across our other LJMU campus sites as and when necessary
Working Hours	35 per week worked flexibly (annualised at 1820 hours per year) including occasional evenings and weekends
Grade / Salary	Grade E (Spine points 20 - 24) currently £35,191 - £38,844 per annum (starting salary will be at the bottom of the pay scale)
Team	Membership Engagement
Reporting to	Deputy CEO (Membership Engagement)
Staff reporting to this role	Senior Sports & Active Lifestyle Co-Ordinator Societies Co-Ordinator Volunteering & Community Co-Ordinator Sports Assistant (Indirect)

Job Purpose

You are responsible for creating, leading, and delivering an inclusive programme of extra-curricular activities. This includes student groups, volunteering, events, and campaigns. You will provide pathways for students to enhance their university journey, build connections, and gain skills that will support their personal and professional growth.

Key Accountabilities

- Ensuring that student group leaders and the relevant elected Student Officers(s) are empowered and supported so they can develop fun, effective, inclusive, and impactful student opportunities; that increase participation, are accessible, and without barriers to inclusion.
- Development and delivery of an operational plan that includes a programme of high-quality training and development activities, resources, and events for student leaders that will empower them to contribute to the overall delivery and success of the JMSU strategy.
- Continuous and sustainable growth in the range of student opportunities available and the number of students engaged, with an innovative approach.
- Ensuring a quality volunteering experience for volunteers and leaders.
- Ensuring a framework of processes and support are in place for societies, sports, volunteering, and communities so that all student opportunities can be undertaken inclusively and safely Ensuring the provision of high-quality development and recognition schemes to ensure that student leaders are developed and recognised for their contribution.
- Ensuring effective feedback and reporting processes are in place, to articulate the impact of student opportunities on student wellbeing, retention, and employability.



Responsibilities

Delivery

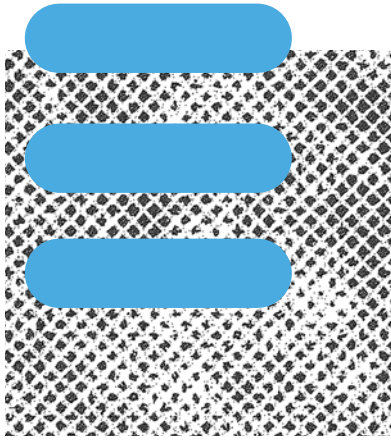
- Develop and implement strategies for promoting the benefits of student opportunities – driving high levels of participation and involvement.
- Maintain existing membership, involvement, and participation specific to student opportunities.
- Explore developmental opportunities and identify underrepresented groups within the department, ensuring activities are inclusive and all students have the opportunity to engage within a safe environment.
- Work in partnership with the relevant elected Student Officer(s) to ensure effective student input into planning and delivery and that plans contribute to the delivery of officer manifestos.
- Ensure that all systems and processes related to student opportunities are current, efficient, and fully up to date.

Support & Training

- Provide support and guidance in the development of new student opportunities and groups.
- Ensure that student leaders and volunteers receive excellent service and support from the team and are empowered to develop and grow their opportunities.
- Act as a coach to elected Student Officers, holding regular 1-2-1s and providing guidance and support to achieve their manifesto.
- Develop and implement an evaluation framework in which students have the opportunity to influence and lead change within student opportunities and development.

Leadership & Development

- Lead and support staff within the team effectively providing coaching, 1-2-1s, wellbeing support, and performance management in line with the Students' Union's policies, procedures, and performance framework.
- Collaborate with the Marketing and Communications team to ensure the effective and timely promotion of student opportunities; working together to deliver relevant Union-wide events i.e. Freshers and Varsity
- Assist in the management of student staff and student leaders.
- Support the development of our JMSU facilities including the Media outlets.
- Lead the planning and annual delivery of key activities and events for Opportunities including any commissioned projects.



Responsibilities [continued]

Risk & Finance Management

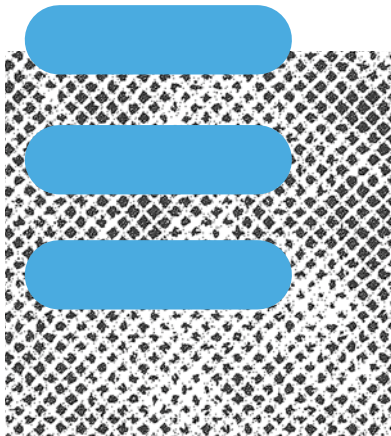
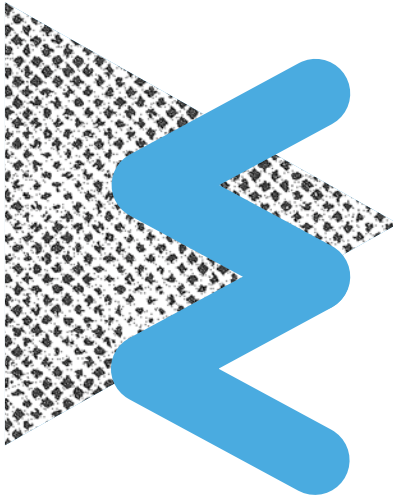
- Effectively manage the resources of the organisation including managing the activities of the team within agreed budgetary parameters.
- Monitor and report income and expenditure for student opportunities against the approved budget and ensure that JMSU's financial regulations are adhered to.
- Develop, monitor, and organise the framework that ensures [and satisfies stakeholders] that our student opportunities are procedurally, legally, and ethically sound.
- Ensure the creation and implementation of relevant policies and procedures for all student opportunities.

Stakeholder Engagement

- Develop networks and relationships within the local community to support student safety and community projects.
- Develop strong links with University departments to support and enhance opportunities to access support, facilities, and resources across the University where required.
- Liaise with relevant University departments and contacts to promote the benefits and impact of student opportunities on University life – including attending relevant University committees as agreed.
- Build and manage strong relationships with relevant colleagues at other universities/students' unions/organisations e.g., BUCS to identify opportunities to collaborate and build partnerships.

All JMSU staff will

- Ensure equality, diversity, and inclusion are core to everything we do at JMSU, always acting with respect for others and their differences.
- Support the union's elected officers achieve their manifesto commitments.
- Be an enthusiastic advocate for student leadership and our values.
- Actively engage in and support key events throughout the year, including Welcome Week and Elections. Some evening and weekend work may be necessary.
- Act in an environmentally sound and sustainable focused way.
- Attend relevant training courses, conferences, and meetings necessary to fulfil the duties and responsibilities of the post, taking responsibility for our own continuing professional development.
- Provide excellent customer service to students, officers, colleagues, and members of the wider community.
- Adhere to all relevant JMSU and/or LJMU policies and ensure compliance with all legislation including Education Act, Freedom of Speech, GDPR, Health and Safety Regulations, Financial, Licencing and Insurance.



Person Specification

Essential

Desirable

Qualifications

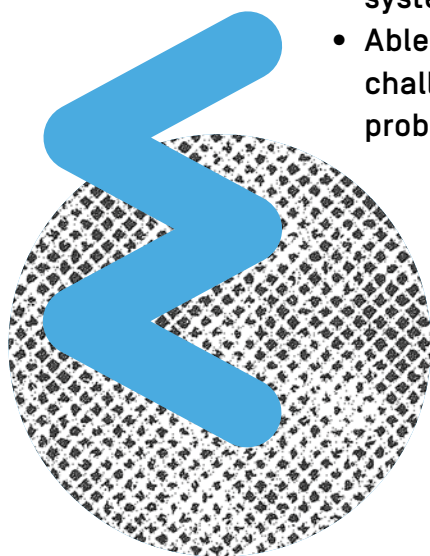
- Educated to level 5/degree level (or equivalent knowledge/experience in the field).
 - Evidence of ongoing CPD.
- Qualification in volunteer development such as ILM level 3, or other relevant qualification in the field.

Experience

- Developing, implementing, and evaluating operational plans.
 - Use of a coaching management style and the ability to motivate and engage others to build a high performing team.
 - Experience of line managing others including delegation of activities, performance managing, sickness absence management etc.
 - Establishing positive working relationships; working collaboratively with a wide variety of internal and external stakeholders.
 - communicating effectively with a diverse range of individuals and groups, adapting style and media as appropriate.
 - Working with and/or supporting volunteers to thrive in their role.
 - Innovative approach to developing and implementing activities and/or events.
 - Conducting risk assessments and coordinating budgets, financial systems, and processes effectively
 - Able to respond positively to challenging situations and solve problems quickly and creatively.
- Working in a membership-led or democratic organisation.
 - Building networks to generate new knowledge and opportunities.
 - Identifying, organising, and delivering engaging and effective training.

Don't meet every single requirement?

Studies show that women, people with neuro-developmental differences and Ethnically Diverse people are less likely to apply for a job unless they meet every qualification. So, if you are excited about this role but your experience doesn't align perfectly with the job description, we'd love you to apply anyway. You might be perfect for the post or another role at JMSU.



Person Specification (continued)

	Essential	Desirable
Skills, Knowledge & Expertise	<ul style="list-style-type: none">• Comprehensive knowledge of sector expectations, practices, and trends in student opportunities and development.• The ability to communicate effectively.• Confident IT skills including using Microsoft Office and use of a variety of digital technologies.• Ability to use complex systems to analyse and interpret data sets, using this information to support recommendations to others.• Excellent planning, time management, and organisational skills for consistency in meeting deadlines• Able to be flexible and resilient in response to conflicting and changing priorities.• Able to thrive in a busy, fast-paced, and change-driven environment.• Good understanding of the principles of GDPR	<ul style="list-style-type: none">• Expertise in the production or management of resources to support volunteer activities.• Good understanding of best practices in relation to training design, delivery, and evaluation• Knowledge of the role and activities of Students' Unions.

Values & Behaviours	<ul style="list-style-type: none">• A demonstrable commitment to our organisation's values• Acts with integrity• Strong commitment to, and understanding of, the principles of equality, diversity, and inclusion, acting with respect for others and their differences.• Comfortable working in a democratic, student-led environment with the ability to empower and build constructive relationships with elected leaders.
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Contact Us

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 **studentsunion@ljmu.ac.uk**

Follow Us



@johnmoressu

Recruitment Guide for Applicants

The way that we recruit and select our staff is designed to be fair, transparent and inclusive. We want it to be an enjoyable experience for everyone involved. You should expect to receive great communication and a warm, welcoming experience. If you are invited for an interview, we want you to feel at ease and able to give your best.

We have put together this guidance to help you along the way

Practical Tips

- **Do complete the JMSU application form** provided to be considered for the role.
- **Do complete the EDI Monitoring form** This information will not be submitted to the panel but it helps us monitor and review how we can improve diversity amongst our workforce
- **Don't send your CV** To reduce unconscious bias, we remove the section of the application form that includes personal details before the shortlisting stage. We cannot easily do this with a CV.
- **Application form in Word format please!** If you send in PDF format, we have to convert it back to word to separate your personnel details prior to shortlisting.
- **Don't attach supplementary documents** such as a CV or cover letter, with your application [unless we ask for it as part of the selection criteria]. Only your application form will be provided to the selection panel. Everything you need them to know should be included in that form.
- **Do request adaptations** We want to ensure there are no barriers to recruitment on the grounds of any protected characteristic. Complete section 1 of the application form to do this. The information in the Equality and Diversity Monitoring form is only



Considering using AI?

AI tools can be useful for providing inspiration, refining language, and even helping to prepare for interviews. They're especially helpful for those who find applying for jobs and preparing for interviews overwhelming or face additional barriers. However, while there are benefits, it's crucial to ensure you avoid any overuse that can damage your chances of being selected. If you do decide to use AI, it's vital to ensure your application is an accurate reflection of your unique strengths.

Here are some tips that may help

- 1. Personalise Your Application:** Use AI to help you get started on drafts, structure and ideas, but make sure your final application is tailored to your experiences, skills, and personality. Show how your values align with JMSU's and highlight what makes you unique.
- 2. Avoid Direct Copying:** Rather than pasting AI-generated content directly, use it as a foundation. Make sure your application is original and authentic.
- 3. Proofread and Edit:** AI-generated content can sometimes include irrelevant or inaccurate information. It's so important you are truthful about your experience and what you can bring to the role. Always review and refine the text to ensure it reflects this.
- 4. Check for Repetition:** If multiple candidates use the same AI tools, there's a good chance we will see lots of similar responses. Make sure each part of your application is unique to you.
- 5. Be Mindful of Prompts:** AI might include unnecessary text, like "Here's your answer." Including them in your response is a huge giveaway! Make sure to remove any prompts or extra text that don't belong in your applications!





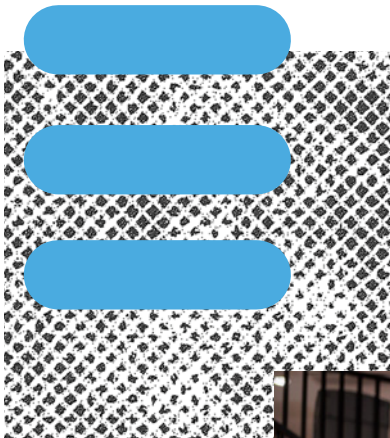
Completing your application form

Our application form asks for your existing qualifications and previous employment history.

If you have any gaps in your education or employment history, please provide information/evidence to outline the reason.

The supporting statement is a key part of your application. Here, you must show how you meet the essential and desirable criteria for the role outlined in the Role Profile. To make sure you do this clearly and concisely, we recommend considering the following approach:

- Take each criterion, (using headings is helpful) and write about how the qualifications/training, skills or experience you have, meet these requirements
- You can group more than one criterion if it makes sense to do so
- Use examples, wherever possible – projects you were involved in, presentations delivered etc. etc
- Think about your transferable skills, volunteering, community work, leisure pursuits etc. How may they apply to the criteria for the role
- If you don't currently meet all the criteria, tell us how are you working towards this i.e. training, or voluntary work? Although some criteria are necessary to perform the role effectively from the start, not all criteria are a deal-breaker and you may be able to work towards achieving – talk about how you may approach this
- Finally, explain how you see your values may fit with JMSU, why you want this opportunity and how it will benefit you and JMSU



Our Process

Certain aspects will differ depending on the nature and requirements of a role but, this should give you a flavour of what to expect

Please note that we do not currently use an automated system to collate and respond to applications. We can receive a large field of applicants and as we use the human touch, a response can take a little longer than we would prefer but, we promise we will get back to you – we just ask for patience!

Do you want to find out more about the job?

The advert may have an email contact for the Recruiting Manager. Applicants are very welcome to request a call for an informal chat about the role and/or JMSU if the Advert or Job Pack doesn't answer your question. If you have a query about the process but, can't find an answer here contact jmsu-recruitment@ljmu.ac.uk

Complete & Submit your Application Form and Equality & Diversity Form

We don't automatically confirm receipt of applications but, will provide one on request. Please note that this may not be until the closing date.

Following the Closing date

Applications are collated and the personal details section is removed. The anonymised applications are provided to all the panel members for shortlisting.

Information from your Equality and Diversity form is never shared with the selection panel.

Shortlisting Stage

All panel members review and score the applications separately.

They use a points system to score how far each applicant demonstrates they meet the criteria for that role

Half the points shown below are scored for desirable criteria

0 = No evidence / does not meet requirements

1 = Partial evidence

2 = Full evidence / fully meets criteria

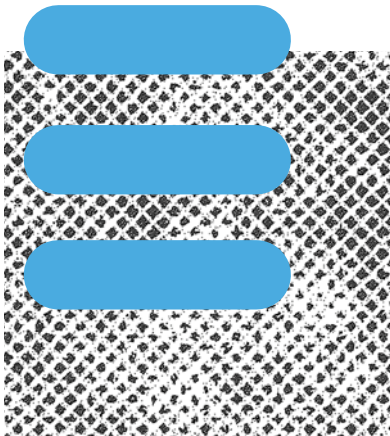
3 = Evidence of exceptional performance / exceeds expectations

The points are totalled, and following a 'sense check' the highest-scoring candidates are invited to the Interview stage of the selection process.

Guaranteed Interview Scheme for Ethnically Diverse Applicants

We know applicants from ethnically diverse backgrounds may have experienced additional barriers when applying for a new role.

We are taking positive action to address an under-representation in our core staff team and offering internal and external candidates from ethnically diverse backgrounds a guaranteed interview where they meet all the minimum essential criteria for the role. For Guidance about the scheme see <https://www.jmsu.co.uk/about-us/work-for-us>



Invites to Interview

We will email you an invite to interview, at least 5 days before the interview date. This may be less where the interview date has been provided in the job advert. We will attach a candidate brief outlining: the date, arrival time, location, map, selection panel, where and whom to report to, selection methods, timings for the day, and any preparation you will need to do beforehand

Please let us know if you have any accessibility requirements that would make interviewing more comfortable for you.

Unsuccessful applications

We receive a high number of applications and unfortunately we are unable to contact everyone who is not selected for an interview. If you have not heard from us by the advertised Interview date, please assume you have been unsuccessful. You are welcome to contact jmsu-recruitment@ljmu.ac.uk to check this and If you require feedback about

The Interview Stage

The selection process may differ depending on the nature and seniority of the role but, is likely to involve at least two of the following elements [Student Staff will normally attend an on-line interview]:

- Tour of the building, so you can get a feel for our environment and working style
- In-person panel interview [questions will be provided in the brief]
- Pre-prepared report or presentation [the topic will be included in the brief, and you will usually be required to submit this prior to the interview, with delivery/discussion on the day]
- Unseen written job-related exercise [You will be presented with this on the day and given an allocated amount of time to complete it]

The interview will start with the panel introducing themselves, chatting about the role as well as the structure of the interview. You will also have the opportunity to find out more about JMSU, the job you have applied for, and to ask the question you have.

All candidates are asked the same questions but, depending on your response the panel may probe further for clarification.

We recognise the process is challenging and we want you to be comfortable and give your best

- We are happy for you to bring notes to the interview and refer to them as necessary.
- Feel free to ask the panel to repeat or rephrase a question, pause to take a break or come back to a question later in the interview.
- We give our assurance that your ability to maintain eye contact, or being nervous in an interview environment, will not impact our judgement of your ability to do the job

After the Interview

The Recruiting Manager will let you know when you can expect to hear from them.

This may be by phone or email and you will be offered feedback.

Equally, if you decide the role or JMSU isn't for you, we would be grateful if you would let us know as soon as you are sure

