

## **Role Profile**

<b>Role title:</b>	Programme Manager
<b>Salary:</b>	£30,450 - £33,600
<b>Full/Part Time:</b>	Full-Time
<b>Contract term:</b>	Fixed-Term until 31 <sup>st</sup> August 2024
<b>Accountable to:</b>	Head of Student Development
<b>Accountable for:</b>	2x Senior Volunteer Coordinator
<b>Hours:</b>	35 hours per week
<b>Location:</b>	Usually located at the main Students' Union Building with an option to work some hours remotely (usually around 2 days per week)
<b>Eligibility:</b>	Open to applicants with relevant skills and experience who are eligible to work in the UK at the start of employment
<b>Benefits:</b>	We offer a great range of benefits. You can see them <a href="#">here</a> .

## **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 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**

Every year, thousands of students come together to build communities around activities and issues that are meaningful to them. Our role as the Students' Union is to provide the resources to make this happen, which includes supporting hundreds of volunteer student leaders who coordinate these activities for other students to participate in. As the impact of the cost of living crisis continues to force students to balance volunteering activity with paid work alongside their studies, it's more important than ever that our programmes are developmentally beneficial and foster a sense of community. As the Student Development team restructures and reprioritises to centre this mission, we're seeking a Programme Manager to lead the team through this period of transition.

We're proud of the impact our student leader programmes have on their participants; since September 2023, students have raised over £155,000 for charitable causes, spent over 4,800 hours volunteering in the local community, and broadcast around 80 hours of award-winning radio content each week, to name just a few successes. Our programmes have the needs and ambitions of their students at their heart and focus securely on community building. This has been possible because our programmes are well-resourced, supported by a specialised staff team, and underpinned by a sector-leading research and insight function.

However, we're ambitious to grow the community of students engaged with our leadership programmes and ensure that the experience of participating is beneficial enough to compete for student time with paid work and other commitments. To help us realise this vision, the Programme Manager will lead the team in improving our approach to programme management to enable scaled engagement and more intentional outcomes for students. This role will involve change management, particularly in supporting the team to adjust to new ways of working and furthering their own professional development to meet the needs of our growing programmes. It will be important for the Programme Manager to create psychological safety for the team, fostering a culture of transparency and openness when exploring challenges, and leading with curiosity and accountability.

The Programme Manager will line manage two Senior Volunteer Coordinators, who directly lead on four student leadership programmes, and will work alongside an Inclusion Manager and the Head of Student Development to embed the new team structure. The Student Development team aims to create opportunities for students to build and participate in communities that are inclusive, sustainable, ambitious, and impactful, and the Programme Manager will play a key role in ensuring our ways of working enable us to achieve this vision for our student leadership programmes.

Ensuring that our programmes continue to evolve in line with the interests of our student community is important to us, so if you're keen to empower people to deliver meaningful programmes for others, you will thrive in this role. You'll always have the right support around you to do your job well and will see the

positive impact you're having on our student and staff communities in real-time, directly contributing to an outstanding student experience.

### **Key Result Areas**

<b>Responsible for</b>	<b>Contributor to</b>
Managing the change process for direct reports and their reporting staff, creating the psychological safety needed to explore new ways of working and embed a revised team structure, whilst achieving excellent outcomes on programme delivery for 2024-25.	Growing engagement with our four key student leader programmes by 3-5%, as well as raising student outcomes in key strategic areas of belonging and professional development.
Leading on the development and upskilling of the Student Development team, particularly in the areas of operational and risk management. Our vision is to create an environment for colleagues to be ambitious, empowered, and enabled to drive their programmes forward.	Revising the structure of the Student Development team's studying staff roles to centre their empowerment and accountability for programme delivery.
Designing operational management processes for coordinating our student leader programmes, particularly around risk and/or compliance, within the first six months of the role. Focus will then be on embedding these within the team to ensure there are no significant risk incidents across the year.	Improving the impact of student-facing programme delivery across the Students' Union through developing and embedding best practice in volunteer management to be emulated by other teams.
Partnering with our Research & Insight team to boost student and staff engagement with our data insights into the student leader experience, with all student leader programmes structured with a data-driven programme plan for 2025-26.	Our organisational culture of transparency and openness, creating spaces for colleagues to give and receive constructive feedback to ensure Union activities align with our values and behaviours.
Establishing a network of key stakeholder contacts across the University of Manchester and a range of external organisations, facilitating connections for our Senior Coordinators to assume by July 2025.	
Shoring up the long-term sustainability of our student leader programmes through financial planning and ensuring ongoing relevance with our members' needs and interests.	

### **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
<b>Education</b>				
We accept candidates from any educational background.				
<b>Skills</b>				
Operations – stays up to date with best practise and legislation changes, creatively develops operational processes	✓			
Risk management – great at assessing risk, able to consider how to mitigates risks independently, confident in making decisions based on risk assessments			✓	
Growth mindset - willingness to constantly improve, proactive approach to continuing professional development and training, stays up to date with best practise, looks for ways to improve processes and services			✓	
<b>Experience/Knowledge</b>				
Leadership - experience managing/leading teams/groups in either paid or voluntary work with at least three members. Able to motivate and inspire a team, confident in setting goals/objectives, enables a team to work autonomously, creating psychological safety within team, building trust, supporting team wellbeing, setting boundaries	✓			

Change management - understanding of change management models, confident at making decisions, seeks stakeholder feedback when making decisions, supports the wellbeing of the team, creates psychological safety			✓	
Project management - including ability to take action when the work of self or team is falling behind schedule or team priorities/project outcomes are not being met	✓			
<b>Personal Attributes</b>				
Accountable – takes ownership over own areas of work, able to own mistakes and resolve accordingly, confident to hold others to account			✓	
Independent – great at working with autonomy, trying new ideas within an agreed framework to develop different projects and activities			✓	
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			✓	
<b>Values &amp; Behaviours</b>				
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	✓			

## **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 exactly 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.

**Top Tip:** our roles can be quite competitive, so we recommend applying as soon as possible as we often close applications early!

If you'd like further information or support regarding our recruitment process, we recommend that you read our full recruitment guide for applicants [here](#).