

## **Role Profile**

<b>Role title:</b>	Student Groups (Administration) Manager
<b>Salary:</b>	£30,450 - £33,600
<b>Full/Part Time:</b>	Full-Time
<b>Contract term:</b>	Permanent
<b>Accountable to:</b>	Director of Marketing & Development *Director of Student Engagement upon return from maternity leave
<b>Accountable for:</b>	Senior Student Groups Coordinator x 2, Senior Room Bookings Coordinator, Student Engagement 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
<b>Eligibility:</b>	Open to applicants with relevant skills and experience who are eligible to work in the UK from 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**

As the Student Groups (Administration) Manager, you will be central to the success of our student groups, providing them with the essential resources, guidance, and support they need to thrive. Your role is key to enhancing the student experience by developing and managing efficient administrative processes, ensuring compliance with policies, and effectively allocating resources to meet the needs of our diverse student body.

You will take the lead in driving continuous improvements in our administrative systems, making sure they are user-friendly, scalable, and capable of meeting the growing demands of our student groups. By streamlining these processes, you will directly contribute to higher levels of student satisfaction and foster a more positive experience of the Students' Union.

The Student Groups team currently operates within the Marketing & Development directorate, which includes teams focused on education, marketing, events, business development, design, research, insight, IT services, social media, and communications. Upon the return of the Director of Student Engagement from maternity leave, this role is expected to transition back into the Student Engagement directorate.

This position is perfectly aligned with our values of delivering a 'great experience' service, fostering improvement and progression, and promoting inclusivity. Your work will ensure that student groups can passionately pursue their interests while effectively engaging with the broader community.

## **Key Result Areas**

<b>Responsible for</b>	<b>Contributor to</b>
Address and manage conflicts between student groups, ensuring that disputes are handled fairly and in line with union policies. Additionally, oversee risk management, including safeguarding practices, to ensure the safety and well-being of all participants in student group activities. Collaborate with the Activities Officer and other stakeholders to support societies and mitigate potential risks.	Assisting in key Students' Union events, such as Welcome Week and elections, by providing support and ensuring that student groups are well-represented and engaged.

Maintain awareness of and ensure compliance with freedom of speech legislation in all student group activities. Provide guidance to societies on how to navigate these regulations while maintaining a safe and inclusive environment.	Contributing to directorate planning processes, ensuring teams are held accountable for performance against key goals and indicators.
Collaborating with the finance team to manage student group finances effectively, ensuring prompt resolution of finance-related queries and optimal use of available funds.	Supporting the Director of Marketing & Development / Director of Student Engagement in delivering strategic initiatives aimed at enhancing the student group experience.
Lead the planning and execution of the annual Societies Fair(s), ensuring it is a successful event that maximizes student engagement and participation. Coordinate with student and external stakeholders to provide a seamless experience.	
Regularly evaluate and refine administrative processes to enhance service user satisfaction. Ensure these processes are scalable and efficient in supporting student groups, leading to a streamlined experience for all users.	
Oversee the student group service desk, both in-person and via email, to ensure that student queries and issues are addressed promptly, with a focus on resolving most concerns at the first point of contact.	

### **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>				
Communication - Ability to effectively communicate with key audiences, including students, staff, and external partners, through various channels such as in-person, email, and online.		✓		
Organisational - Ability to manage multiple tasks efficiently, prioritise workload, and meet deadlines while maintaining a high level of accuracy and attention to detail.	✓		✓	
Problem-Solving - Ability to identify issues and implement solutions that enhance service delivery and customer satisfaction.				✓
Leadership & Team Management - Ability to lead and motivate a team, manage conflicts between student groups, and collaborate with other departments to achieve shared goals.		✓	✓	
Risk & Compliance Management - Competence in overseeing risk management processes, including safeguarding, ensuring compliance with relevant legislation, and adhering to policies.	✓		✓	
<b>Experience/Knowledge</b>				
Experience in managing and continuously improving administrative processes, ensuring efficiency and scalability to support a large and diverse group of users.	✓		✓	
Experience in organising and managing large-scale events, with a focus on maximising engagement and participation.		✓	✓	
Experience in managing budgets, handling financial queries, and ensuring compliance with financial policies.		✓	✓	

Knowledge of health and safety regulations, risk assessments, and other relevant policies in an organisational context.		✓	✓	
Proven ability to work with internal and external stakeholders, including student leaders, university staff, and external vendors, to deliver successful outcome				✓
<b>Personal Attributes</b>				
A proactive approach to identifying challenges and implementing effective solutions that enhance service delivery and improve experiences.				✓
A strong focus on accuracy and attention to detail in all aspects of work, ensuring that administrative processes and event management are delivered to the highest quality.				✓
Ability to adapt to changing circumstances, manage multiple responsibilities, and remain resilient under pressure.		✓	✓	
<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 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](#).