

JOB DESCRIPTION AND PERSON SPECIFICATION: COMMUNITIES ASSISTANT



Job description

Role:	Communities Assistant
Rate of Pay:	£13.68 per hour. (This rate is inclusive of holiday pay)
Full/Part time:	Part Time
Contract term:	Fixed Term
Responsible to:	Education Development and Communities Manager
Hours:	This is a zero-hours contract designed to offer flexibility around your studies. Shift patterns typically comprise of a minimum of 3 hours per week during term time.
Start Date:	1 September 2025
Location:	The Union MMU – On site
Eligibility:	Open to applicants who will be studying at Manchester Metropolitan University during the 2025/2026 Academic year. Applicants must also be eligible to work in the UK.
Benefits	We offer staff many benefits, including: + An employee assistance program (EAP) to support your wellbeing + Plenty of opportunities for learning and development + Monthly employee recognition incentives + Discounts on coffee and food

Purpose of the role

The purpose of this role is to be a first point of call for students coming into the office for support with societies and sport clubs. The Communities Assistants will facilitate the administration and delivery of student activities at the Union.

Principal duties

Role specific:

- + To act as the main point of contact for current and potential Student Groups and student volunteers.
- + To assist with enquiries from student groups regarding financial and other matters.
- + To receive and respond to student queries both in person, by email and telephone
- + To provide effective support to Student Groups and student volunteers
- + To support the team in the administration of processes related to the operation of the department, including but not limited to financial processes and those related to student group activity.
- + To collate documents and records as required and maintain a filing system and databases.
- + To advise the Education Development and Communities Manager of any issues relating to discipline, H&S or failure to comply with policies.
- + To attend and support key events including but not limited to Freshers and Refreshers events.

Person specification

Criteria	Essential or desirable
Qualifications	
A student of Manchester Metropolitan University for the 2025/2026 academic year.	Essential
Experience	
Experience of working in a customer service environment	Essential
Sports or Society Committee Member	Desirable
Knowledge and skills	
Appreciation of the differing needs of different student groups	Essential
Experience of working in within a membership led or volunteer organisation.	Desirable
Personal attributes	
Independent and self-reliant, able to work effectively without close supervision	Essential
Excellent interpersonal skills, able to build appropriate relationships with people at all levels, and to deal with sensitive topics with tact, diplomacy and positivity	Essential
Ability to listen well, empower and motivate others	Essential
Good level of computer skills; including knowledge of Microsoft Office packages	Essential
Excellent verbal and written communication skills, with confidence in speaking to large groups of people	Essential
Values and ethics	
Understanding of and commitment to the principles of equity, inclusion and diversity, and The Union's values .	Essential