



GUIDE TO RECRUITMENT

at the University of
Manchester Students'
Union

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ABOUT US

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, make new friends, gain vital skills for life and enjoy new experiences.

Manchester Students' Union employs around **90** permanent, full-time members of staff. We recruit a wide range of roles throughout the year within all of our departments from staff in our Manchester Academy Venues, Commercial staff within our Media Agency and Café/Bar as well as in our Student Activities, Marketing and Communications team and Finance and HR. We also employ around **400** student staff per year in part-time, supporting roles in all departments.

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.

HOW ARE WE RUN?

Our staff team is lead by our senior leadership team who are instrumental in driving the direction and strategy at UMSU. It's made up of our CEO, COO, 3 Directors and 3 Associate Directors.

We are also governed by our trustees and Exec Officers, you can find out more about that [here](#).

All our permanent, full-time roles are salary-graded (Grade A-E) which means that there is a clear path to your development and progression whilst at UMSU.



OUR RECRUITMENT PROCESS

At UMSU, our recruitment process mirrors our organisational values;

- we put the **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**



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.

Our process allows you to show us your authentic self and gives you a platform to display your skills and knowledge in relaxed and welcoming setting. We'll never put any unnecessary pressure on you, ask you trick questions or interrogate you in an interview. We'll support you all the way through our process.

APPLICATION STAGE

Every applicant applies for a vacancy via an application form. We don't accept CVs.

You'll be asked for your details such as your name and contact information. Please feel free to use your preferred name as we don't need your ID/legal name unless you are offered the role.

We will then ask you 4-6 questions that are taken directly from the person specification. We'll only ask you questions based around criteria that are essential to the role you are applying for.

You should write in the STAR format and give as much detail as possible for the 'action' you took and the 'result' that your action achieved. We want examples!

Once the application window has closed, your application form will be scored by a hiring panel of three who score each question from 0-5. An average score will be generated and the top scoring applicants will be invited to attend an interview. You'll be able to book an interview slot via StaffSavvy.

We won't ask you for your past work experience but you can talk about this in your answers to the application form questions if you wish. We'll also never ask you for your education details as we accept candidates from all educational backgrounds.*

*For some senior roles or technical roles, you may be asked for specific qualifications.



INTERVIEW STAGE

On the day of your interview, you'll be greeted by a member of the panel in the reception area on the ground floor of the Students' Union. They will show you up to the interview space. The interview will take place in the People Team's office, it's accessible via both stairs and lift. There are disabled toilets and gender neutral toilets nearby.

The interview will start with the panel introducing themselves, chatting about the role as well as the structure of the interview. You'll then move into the formal question section of the interview. You are more than welcome 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. If you have been asked to complete a task, you'll usually do this at the beginning of the interview.

Our interviews are structured - we ask all candidates the same questions and give the responses a score from 0-5. The interview questions will be based off the person specification, testing you on essential skills or knowledge for the role. You should structure your answers in the STAR format, giving us as much detail as possible and providing several examples for each question. For the majority of interviews, you'll be provided with the interview questions 48 hours in advance of the interview to help you prepare.

You may be asked to complete a task before the interview to present to the panel, or to complete a task within the interview. You'll receive information about what you are expected to prepare with the interview invite. Examples of previous tasks have included presentations, creating a resource, responding to an email or role playing a scenario.

You'll be interviewed by the same hiring panel of three who scored your application. All of our interviewers have undertaken unconscious bias training.

You should expect to hear back regarding the outcome of your interview within 5 working days.

TOP TIPS

We've come up with some recommendations to support your application and interview preparation;

APPLICATION STAGE

- Be prepared - read the job description, look at our website
- *p.s we are a separate organisation from the university!*
- Write your answers to the application form questions on a separate Microsoft Word document - this means that you won't lose your work if you experience a technical difficulty
- Make sure your answer answers the question directly
- Use the STAR format to structure your answers - we want examples of how your skills and knowledge meet the person specification!
- Avoid using AI to write your application form questions unless you need to do so for accessibility reasons
- If you are a student, you can visit [UoM Careers](#) for support completing an application form.

INTERVIEW STAGE

- Be prepared - read the job description, look at our website and prepare answers for the interview questions if you are provided with them in advance
- Structure your answers with the STAR format
- Bring in notes if you wish to
- If you can't attend in-person, we'll offer you an online interview
- You can ask us for an alternative interview date if you can't attend on the date that you've been invited to, just ask us and we will try our best to rearrange
- Wear what you like - we don't have a dress code for our interviews
- Let us know if you have any accessibility requirements that would make interviewing more comfortable for you

You've been offered the job, what next?

MANAGER PHONE CALL

Your new manager will make 1-2 attempts to call you on the number provided in your application form to offer you the role.

This is your opportunity to verbally accept the offer, ask questions and discuss a start date.

OFFER LETTER

If your interview was successful, you'll receive an offer letter via email. You'll be notified of your salary, contract terms and start date. The offer letter will also contain information on how you can begin onboarding.*

RIGHT TO WORK CHECK

Once you have uploaded a copy of your photo ID onto StaffSavvy (our recruitment management software). You'll book a 'Right to Work Check' appointment with the People Team where they will check your legal right to work in the UK.

CONTRACT OF EMPLOYMENT

After you've completed onboarding and have attended a Right to Work Check, you will be issued with a contract of employment. You'll be able to view, download and sign this via StaffSavvy.

PROBATION

When your employment commences with us, you'll be on probation for 6 months/15 shifts.

*all job offers are subject to pre-employment checks.



SUPPORT AND GUIDANCE

ACCESSIBILITY

We are happy to accommodate any accessibility request that ensure you are able to comfortably interview with us.

Previous requests have included; interview questions in advance, extra time, online interview, re-phrasing interview questions and bringing in interview notes.

If you have a specific accessibility request, please email

jobs.su@manchester.ac.uk

We recommend [Evenbreak](#) for career support for disabled applicants.

FEEDBACK

We welcome feedback on our recruitment process;

- Application stage [feedback form](#)
- Interview stage [feedback form](#)



INCLUSIVITY

Our recruitment practices are constantly monitored to ensure we are providing the most inclusive and transparent processes for applicants. There are a number of steps we have taken, and additional measures we can put in place to support those who face barriers when applying to join us. Please read more [here](#).

REJECTIONS

You'll be notified regardless of whether you are successful or unsuccessful via email. We encourage you to request feedback on an unsuccessful application. You are welcome to re-apply for roles at UMSU if you have previously had an unsuccessful application.

STUDENTS

UoM students can seek support from the [Careers Service](#) for

- Application Form guidance
- Interview simulations
- General employment support

DATA

The security of your data is taken very seriously. Please read our [data disclaimer](#) to find out more.



UNIVERSITY OF MANCHESTER STUDENTS' UNION

Oxford Road
Manchester
M13 9PR

www.manchesterstudentsunion.com
jobs.su@manchester.ac.uk
0161 306 3279