



**University of York Students' Union**  
Registered in England and Wales.  
Charity Number: 1173404 Company Number: 10688097  
Registered Office: The Student Centre, James College,  
Newton Way, Heslington, York, YO10 5DD

**E:** [enquiries@yusu.org](mailto:enquiries@yusu.org)  
**T:** 01904 32 3724  
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## JOB DESCRIPTION

**Job Title:** Opportunities Manager  
**Reporting to:** Communications & Activities Director  
**Place of Work:** YUSU Student Centre / Home working  
**Hours of Work:** 35 hours per week. Flexible working available.

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### Job Overview

To provide operational management support to the University of York's highly regarded activities groups, fostering a high level of involvement amongst York students whilst developing a means to engage with a wide variety of opportunities. The Opportunities Manager will be responsible for leading team projects and initiatives with the Societies, Sport and College Sport staff, ensuring strong and regular communications within the organisation, delivering medium and supporting long term planning, as well as line managing staff to deliver goals.

To review current systems and opportunities and develop new systems to broaden the activities programme by improving accessibility, identifying and removing barriers to participation and enhancing the quality of experience for York students. The Opportunities Manager will oversee student leader training and development, ensuring students feel empowered and connected within their leadership roles.

To ensure the smooth running of the YUSU Helpdesk and student conduct processes, providing an excellent student experience and service to students at York.

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### Key Responsibilities

#### Direct reports

- Activities Development Coordinator
- Student Experience Development Coordinator
- Sport Coordinator
- Social and Recreational Sport Coordinator

#### Key Relationships

- YUSU SLT and Operations Manager
- University of York, Head of Sport
- Office of Philanthropic Partnerships and Alumni (OPPA)
- University of York, Estates & Campus Services

### Operational Management



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- To work with the Communications & Activities Director, York Sport Union President, Activities Officer and the Activities, Sport and Helpdesk teams in developing long term strategies for the student groups.
- To be responsible for the medium and long operational planning for student groups as well as the operational management of the staff.
- To provide operational support to student media groups, ensuring they are adhering to legal processes and procedures.
- To create stronger links between YUSU and University Stakeholders on behalf of societies and sport to encourage more collaborative projects.
- To increase student engagement with activities across the University.
- To work closely with marketing colleagues to deliver effective communications to celebrate students' activities to key stakeholders to enhance their reputation in the community.
- To monitor and report on the needs of under-represented groups, develop involvement strategies and identify ways of empowering students to get involved to break down barriers to participation.
- To provide recommendations for the Communications & Activities Director and the Senior Management Team, identifying new opportunities and providing project updates.
- To promote the benefit and successes of YUSU's activities both internally and externally.

#### **Resources & Financial Management**

- To be responsible for the accurate and efficient administration of finance processes in line with YUSU policies and procedures
- To liaise with the YUSU Finance Office to ensure the health and efficient management of group accounts.
- To draft, manage and control the Student Opportunities Budget as directed by Communication & Activities Director
- To prepare funding applications and project development opportunities

#### **People Management**

- To be responsible for the Activities, Sport and Helpdesk teams
- To coordinate staff recruitment, selection, induction, training and personal development.
- To regularly monitor performance and quality of output and undertake appraisals.
- To encourage a culture of learning, development and change to address student needs.
- To ensure effective and efficient communication within and between departments

#### **Management Team Responsibilities**

- To support and engage Officers, student representatives and student leaders to secure change.
- To develop the department's operational plan, working with the Director to ensure it contributes appropriately to the overall plans of the Directorate and wider Union.
- To ensure an evidence-based approach underpins the Team's working including researching and collecting key statistics, including its impact
- To undertake annual reviews of the operating plan in order to inform future activity.
- To prepare reports as required, including submissions to Union and University Committees.
- To attend all meetings and training events as required.
- To ensure that statutory and legal obligations are met.



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- To develop policies, procedures and guidance for Activities, Sport & Helpdesk
- To work with the Communication & Activities Director to seek and apply for grant funding that will support the delivery and development of student activities.
- To stay up to date with issues within areas that affect student activities on a local and national scale.
- To be aware of statutory requirements governing the operation of student activities and provide support to ensure they meet these requirements.

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## **YUSU's Values and Behaviours**

- To work with us, we expect our staff to uphold our core values and behaviours. These are:

### **Ambition**

*We are unashamedly ambitious. Students and their success is the reason we exist, and we will do everything in our power to work to their unique needs, journeys, experiences and communities.*

### **Innovation**

*We're not afraid of failure. We bring creativity, sensitivity and integrity to all our work meaning that when things don't pan out how we expected, we own it, learn from it and always try again.*

### **Social Conscience**

*We are bigger than just ourselves. We care and are committed to our vibrant community, celebrating and encouraging difference and diversity.*

### **Authenticity**

*We are authentic and honest - building trust, rather than just focusing on our own power, privilege and legitimacy. We are always open about the needs, complexities, opportunities and challenges we all face now and in the future.*

### **Partnership**

*We recognise we can't work alone - we know and are open about our limitations and believe that collective action and solidarity is what makes our work special. We weave and connect what already exists, build on common ground and focus on what unites us rather than divides us.*

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## **General Notes**

- The principle role and responsibilities will change from time to time and the post holder is required to undertake any additional duties as deemed appropriate.
- Staff are required to have a Personal Development Plan and to participate in training, meetings or conferences considered relevant to their job.
- Staff must carry out their duties with full regard to the rules, procedures and conditions of service contained in the Staff Handbook.



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- A condition of employment is that all staff are expected to assist in key events throughout the year e.g. Freshers' Fair, Student Balls and any other key events, including elections if necessary.
- Staff are expected to portray a positive image of the Students' Union, both internally and externally, by displaying integrity, punctuality, politeness and professionalism.
- To uphold YUSU's environmental and sustainability aims, ensuring good practice is met.
- To abide by YUSU's constitutions and policies.
- To work within, promote and uphold the student-led and democratic ethos of the Students' Union.
- **YUSU envisages that this post will develop through time and that the post-holder is expected to be proactive in pursuing these changes.**

### Person Specification

Requirements	Essential	Desirable
<b>Qualifications &amp; Experience</b>		
University/ College Degree or equivalent professional experience	X	
Previous experience in a democratically led or charitable organisation		X
Experience of leading a team to produce clear results against targets	X	
Experience of delivering training and working with a range of staff and volunteers		X
Experience of influencing stakeholders and the ability to negotiate with external partners	X	
Experience of communicating with a diverse range of people, both individuals and groups	X	
Experience of developing and utilising research to implement change		X
Experience of developing and delivering projects and/or managing partnership agreements and working proactively to build new contacts and relationships		X
Experience of managing or being involved in the managing of projects including Freshers Fair	X	
Experience of managing budgets, KPI's and operational plans	X	
Experience of supporting staff &/or volunteers to develop effective customer service process	X	
Experience of devising reports, evaluations and recommendations	X	
<b>Skills</b>		
Ability to present information clearly and concisely in writing and verbally, including the ability to write reports which identify recommendations	X	
Proven ability to think creatively to develop new ideas and opportunities	X	



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Able to work as part of a team as well as under own initiative	X	
Proven ability to develop and grow services/opportunities, including bid writing experience		X
Excellent planning, organisation and administrative skills	X	
IT competent with working understanding of G Suite	X	
Developing, delivering and advising on complex processes	X	
Commitment to the delivery of high standards of customer service and attention to detail	X	
<b>Knowledge &amp; Attitude</b>		
Positive about working in member led organisation	X	
Knowledge of issues affecting students & Higher Education		X
Understanding of sports development within education or community	X	
A flexible approach to work	X	
Knowledge of using or creating databases		X
Knowledge of the role of Students' Union, democratic processes and elected Officers		X
A positive approach to problem solving and a 'can do' attitude and ability to function independently	X	
A commitment to equality, diversity and inclusion	X	

*Date Updated (& Initials): December 2022 (GV)*