



St Mary's
University
**Students'
Union**



RECRUITMENT PACK

MEMBERSHIP SERVICES

MANAGER

Chief Executive's Introduction

Thank you for your interest in the role of Membership Services Manager at St Mary's Students' Union (SMSU).

At SMSU, we are committed to providing an outstanding student experience and supporting every student in making the most of their time at university. As an organisation, we pride ourselves on being student-led, inclusive, and dynamic, with a clear mission to empower our members and ensure their voices are heard and valued.

This role comes at a key moment in our development, as we have just completed our three-year strategy.

As part of the senior management team, the Membership Services Manager plays a pivotal role in leading and developing the student-facing functions of the Union, including advocacy, representation, societies, democracy, and campaigns.

You'll help shape strategic priorities, support elected student officers, and ensure high-quality services are delivered that reflect our members' needs.

We're looking for a passionate and driven individual with strong leadership experience, excellent communication skills, and a commitment to student development and engagement.

You'll work with a dedicated team and have the opportunity to make a real and lasting impact on the lives of our students.

Thank you once again for your interest in joining our team. We hope you will consider applying and contributing to the continued growth and success of SMSU.



Kind Regards,

James Turnbull
CEO



About the Students' Union

SMSU is a charity run by students, for students!

Each year the student-body elects two peers to represent them as sabbatical officers aka Presidents.

The Student Life President is the Chair of the Board of Trustees, leads on social events, societies, fundraising, sport, welfare and campus facilities including accommodation.

The Education President sits on senior academic committees and leads on academic representation, course reps and subject chairs.

Alongside our two Sabbatical Officers, we have four Elected Vice-Presidents covering areas of Wellbeing, Inclusion, Postgraduate and International.



Job Description

Manage and develop the membership services functions including strategic planning and operational delivery.

Support Elected Officers and Student Representatives through provision of advice, guidance, support and training

Line management responsibility for all staff working within Membership Services including casual/student staff.

Salary: £42,882

Hours: 36 hours per week, 52 weeks per year £42,882

Term: Permanent

Closing date: 27th July, 23:59pm. Interviews: W/C 4th August.

If you would like more information or an informal chat, please email smsu@stmarys.ac.uk.

Your Responsibilities

Strategic Management & Leadership

Contribute to the overall development of SU's strategic plan including development of objectives, KPIs and annual operating plans.

Support the student officers, providing advice, guidance and assistance with delivery of manifestos and objectives as appropriate.

Aid strategic development of all Membership Services functions ensuring involvement from and dissemination of information to all relevant staff.

Along with the Student Officers and CEO form an effective leadership team with responsibility for the running and development of the SU.

Act as the DRO in SMSU Elections.

Service Development & Delivery

Develop Membership focused services including Advocacy, Advice, Campaigns, Democracy, Elections, Governance, Marketing, Representation, Student Activities/Societies.

Lead engagement with key stakeholder's inc. students, SU staff, University staff, NUS, other SUs and external organisations on all matters relating to Membership Services functions.

Responsible for driving income generation in areas of Membership Services societies membership, sponsorship and fundraising.

Ensure where appropriate that activities and services are student-led, empowering students to influence their own and other students' experiences.

Develop a culture of quality service delivery, driven by student feedback ensuring exemplary customer service for our members.

Your Responsibilities

Staff Management

As the manager responsible for the Membership Services functions, oversee recruitment, selection, and induction of relevant staff.

Coordinate and monitor workloads of all direct reports including facilitating regular check-ins and ensuring performance is meeting expectations

Seek out opportunities for the employment of our members where appropriate.



Person Specification

	Essential	Desirable
Knowledge and Qualifications		
Educated to degree level (equivalent) or above	X	
At least 2 years experience working within a membership services role	X	
Skills and Competencies		
Experience of working in a Students' Union	X	
Experience of office administration		X
Working knowledge of marketing and comms processes and administrative processes in an organisation of similar or larger size	X	
Good communication skills	X	
Experience of data collection, monitoring and reporting	X	
Excellent organisational skills		X
Personal Qualities		
Customer Service Driven	X	
Approachable	X	
Able to work as part of a team and individually	X	
Attention to detail	X	



THANK YOU



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www.stmaryssu.ac.uk