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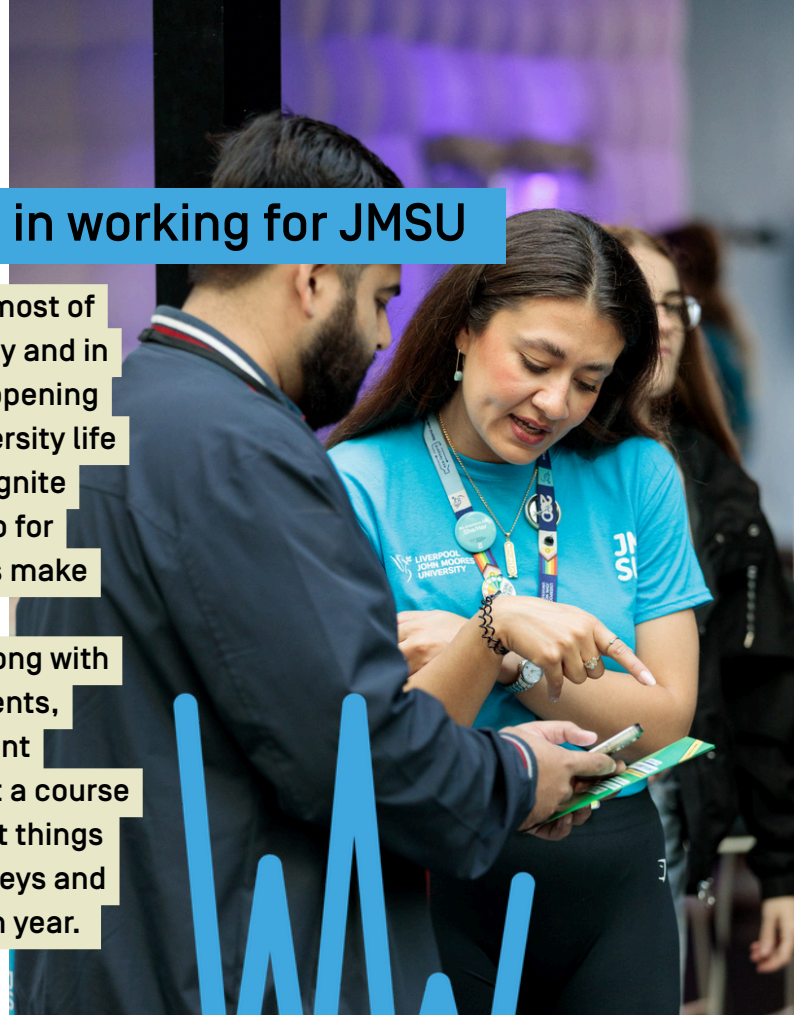
Student's Union Support Staff



Thank you for your interest in working for JMSU

It's our job is to make sure students get the most of their time at Liverpool John Moores University and in the amazing city of Liverpool. We do this by opening our students' eyes to the opportunities University life brings outside of studying and lectures. We ignite passions, provide new experiences, speak up for positive change and above all, help students make the most of their student experience.

Our safe space gives a home to everyone, along with our societies, sports clubs, volunteering, events, independent advice, campaigning and student leadership roles which represent students at a course and faculty level. We work hard to bring great things to life, and look forward to seeing what journeys and success stories our students achieve year on year.



JMSU Fact File

The students' union for LJMU students

Based in Student Life Building, Copperas Hill,

Democratic, student-led organisation representing 27,000 students

A Registered Charity Formally recognised in 1992 (but a rich history of student leadership over the University's 200 years!)

Separate organisation to University – think of us as LJMU's critical friend



Our Strategy

Purpose

We empower students to belong, be heard and to thrive.

Expert Representation

Being an expert in the lives of LJMU students; Capturing, analysing, and advocating to stakeholders to enhance accessibility, quality and the experience of university life.

Building Connections

[Peers, Course, Faculty Union, University, City]

Helping students connect through activity, communities and action. Maximising their time at university to aid student retention, progression, wellbeing, and achievement.



Know our students



Communicate Authentically



Drive Participation & Leadership



Build a Strong & Sustainable Students' Union

Equality, Diversity & Inclusion

How We Are Run

Trustee Board

Our Board of Trustees is made up of four Student Officers, three external Community Trustees and up to four Student Trustees. They are ultimately responsible for the Charity and establish, with Students, the strategic direction of JMSU and help manage risk and resource. They also support and manage the Chief Executive who is responsible for the overall management and administration of the organisation.

Funding

Each year, the university provides us with a block grant, which is our main source of funding. We also make income through commercial partnerships which support the student experience. As a charity, all money made is reinvested back into the organisation for the benefit of LJMU students.

Staff team

We employ a small but mighty team of around 20 core staff, and approximately 15 student staff. Our Senior Leadership Team includes one Head of Service, the Deputy Chief Executive, and the Chief Executive.

Our Student Officers 2026/27

Every year, students can stand to be a Student Officer and lead the direction of JMSU for one academic year, making sure students' needs are at the heart of everything we do. Similarly, each year LJMU students can also vote for the students who they would like to see run our organisation via a campus-wide Elections ballot. Say hello to LJ, Hassan, Josh and Lucia - our 2026/27 team.



Taking Action on Inclusion

We are proud to be a welcoming and friendly team and want all our people to feel confident to be themselves and feel they belong. We're dedicated to building a diverse and inclusive workplace and are not afraid to admit, we have more work to do. It's important that students can see themselves reflected by our staff team and so we are particularly encouraging applications from LGBTQ+ and Ethnically Diverse candidates who are currently under-represented within our core staff team.



Role Profile

Job Title	Union Support Staff
Location	JMSU reception and main office Student Life Building, 10 Copperas Hill. Flexibility is required to work across our other LJMU campus sites and external venues based in Liverpool as and when necessary
Tenure:	Fixed Term September 2026 to May 2027 (term time only)
Hours	Variable - Shifts are offered on a rota basis and agreed weekly in advance
Hourly rate:	Real Living wage, currently £13.45 per hour (plus 12.7% holiday pay) paid monthly in arrears
Team	JMSU Support Staff Team
Reporting to	Union Operations & Admin Co-Ordinator
Staff reporting to this role	N/A



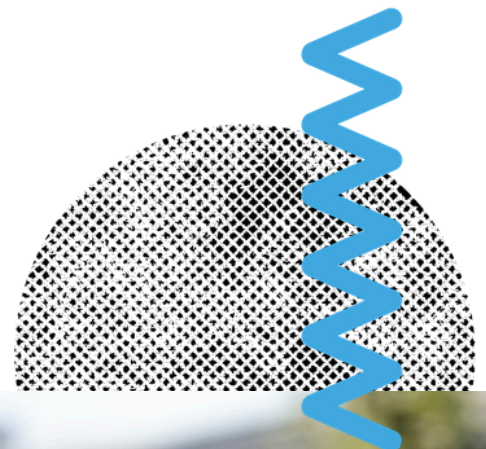
Job Purpose

Your main role will be as part of our reception team, acting as a positive ambassador for JMSU and helping to make the Students' Union a welcoming, visible and supportive presence at our main site in the Student Life Building and across the LJMU estate.

You will provide front-line support and excellent customer service to students, staff, visitors and business clients. Alongside reception duties and keeping our spaces well organised and welcoming, you will also support activities and events around campus helping people understand who we are, what we do, the support and opportunities we offer, and how they can get involved in Union activity.

For 2026-2027 we also have two additional roles working with our Content & Engagement Team, assisting with creating and editing digital content (including social media) and wider marketing activity. Please specify in your application if you wish to apply for this role.

JMSU will help successful candidates every step of the way, providing you with all the training and support needed to make your time as our Union Support Staff successful.



Responsibilities

Development

- Support the development and implementation of an effective customer service department
- Alongside the wider team, implement operational plans within the department that contribute to the student's union's overall strategy.
- Ensure that all activities undertaken in the role are inclusive and accessible.
- Ensure our voice, tone and message are clear, targeted and engaging to students.

Role modelling

- Support, champion, and role-model a high performing, inclusive culture across JMSU.

Delivery

- Provision of a telephone, email, digital and face-to-face reception service for the Students' Union
- Act as a 'host' figure for the organisation, welcome members and clients put them at ease and identify their needs
- Answer queries and take appropriate action - this can include providing information to callers, signposting to other appropriate services or referring queries to other sections of the students' union [such as our Advice Service, sports teams, societies, volunteering, etc.]
- Provision of general administrative and clerical support to the Students' Union as required i.e filing, ordering stationery, processing travel requests/room bookings, printing and other operational functions.

- Ensure the JMSU reception area and social spaces across all campus sites are a tidy and welcoming space for members and clients.
- Work with the Content and Engagement team to attend and deliver events and on-campus engagement, activities, ensuring a safe and welcoming experience for members.
- Act as a positive ambassador for JMSU, including at LJMU wide events such as open days to enhance JMSU's profile and student engagement.
- Provide support for Events admin including set-up of events on events listing system
- Work at both on-campus and off-campus JMSU events to support with tasks such as event set up and breakdown and answering event queries
- Take delivery of stock ensuring safe storage and/or collection
- Ensure storage areas in and around JMSU reception are well organised and tidy.
- Partner with the wider JMSU staff team to ensure that our events and on-campus activities are relevant and well attended
- Work with other individuals and teams across the Union to support their relevant areas of work
- Gather feedback and explore opportunities to further improve the student experience at LJMU
- Any other reasonable duties to advance the performance or profile of the Students' Union as directed.

Responsibilities

Stakeholders

- **Manage strong relationships with relevant internal colleagues as well as at other universities and students' unions to identify opportunities to collaborate and build partnerships.**
- **Help students feel connected and involved whilst participating in Union related activity and events.**
- **Act as an ambassador for JMSU.**

Compliance and Risk

- **Ensure delivery and execution of the role is fully compliant with all JMSU and relevant LJMU policy and wider legislation including (but not limited to) GDPR, health and safety, freedom of speech etc.**
- **Ensure that finance procedures within the department and wider students' union are followed.**
- **Attend all essential training as directed.**

Other:

- **Help the union's elected officers achieve their manifesto commitments.**
- **Be an enthusiastic advocate for student leadership and the organisations values.**
- **Be administratively self-supporting.**
- **Maintain own professional networks and promote JMSU and clients on a local/national level.**

Marketing Specific roles (if applicable)

In addition to standard responsibilities, we are looking for two content creators to work alongside the Content Marketing Coordinator and Content & Engagement Manager as a JMSU Student Content Creator' to help support the delivery of the content plan to best showcase and promote JMSU's year-round activity.

Student Content Creator (2 roles)

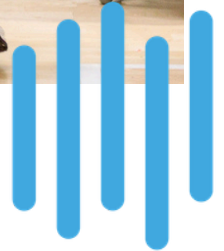
- **Create trend-driven, student-led social media content for JMSU Instagram and TikTok channels, including secondary channels, such as Team LJMU.**
- **Write engaging articles showcasing student life and supporting campaigns for the JMSU website.**
- **Work alongside student officers, sports and society groups to support their activities and help raise awareness.**
- **Attend events to get live and timely content for our social channels**
- **Create day in the life content or 'vox pop'/street interview style videos – we want to showcase what's on offer, both at university and the surrounding areas and we want you and other LJMU students authentic Liverpool experience to come to life on social media.**





General [Content Creator roles]

- To ensure that content remains student led, applicants must be comfortable to star/feature (including voiceover) in the videos
- Assist with content for main channels to include (but not limited to) TikTok, Instagram, Facebook, on-campus digital signage, and the JMSU website
- Be able to create and edit video assets appropriate to social media campaigns, optimised to different channels in terms of length, cropping and editorial style
- Ability to work and deliver to specified deadlines given by Content Marketing Coordinator or Content & Engagement Manager but also remain adaptable to shifting priorities as and when needed.
- Create relatable meme content to represent student life at LJMU
- Ensure our tone of messaging is maintained through all platforms
- Where needed and agreed in advance, support specific events with on-the-ground coverage, raising awareness of and maximising audience engagement with events as they happen
- Capture photographs from around campus and the city to help support social content and the JMSU photo library
- Assist with the monitoring of and responding to social media DMs
- General support to the team in fulfilling its collective responsibilities and objectives.



All JMSU Staff

- Ensure Equity, diversity, and inclusion are core to everything we do at JMSU, always acting with respect for others and their differences.
- Support the union's elected officers achieve their manifesto commitments
- Be an enthusiastic advocate for student leadership and our values.
- Actively engage in and support key events throughout the year, including Welcome Week and Elections. Some evening and weekend work may be necessary
- Act in an environmentally sound and sustainable focused way
- Attend relevant training courses, conferences, and meetings necessary to fulfil the duties and responsibilities of the post, taking responsibility for our own continuing professional development
- Provide excellent customer service to students, officers, colleagues, and members of the wider community
- Adhere to all relevant JMSU and/or LJMU policies and ensure compliance with all legislation including Freedom of Speech, Education Act, GDPR, Health and Safety Regulations, Financial, Licencing and Insurance
- Adhere to all relevant JMSU and/or LJMU policies and procedures
- Undertake any other duties and responsibilities commensurate with the post





Person Specification

*Candidates for the Content role should include in their application how they meet the criteria listed as 'Marketing Specific' in addition to the criteria for Reception/Events shifts.

Essential

Experience

- Current student at LJMU in 2026-2027 academic year

Marketing role:

- Experience of contributing to social media channels
- Experience of using camera equipment within a professional or social setting

Don't meet every single requirement?

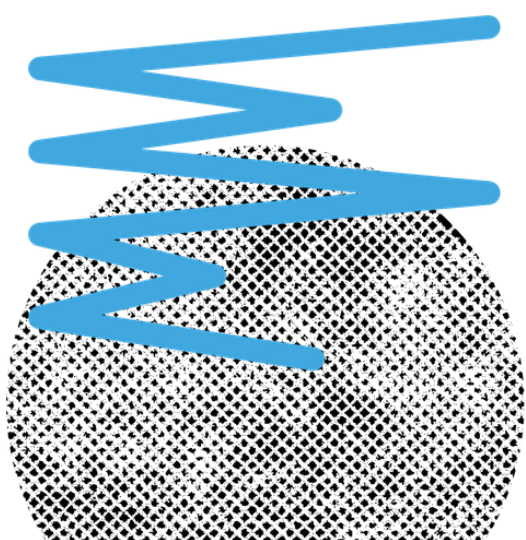
Studies show that women, people with neuro-developmental differences and Ethnically Diverse people are less likely to apply for a job unless they meet every qualification. So, if you are excited about this role but your experience doesn't align perfectly with the job description, we'd love you to apply anyway. You might be perfect for the post or another role at JMSU.

Desirable

- Experience in delivering excellent customer service, such as through retail, hospitality, office work, or other areas.
- Experience in participating in JMSU activities (either paid or unpaid).
- Experience in delivering events or engagement activities (either paid or unpaid).

Marketing role specific:

- Experience of working to brand guidelines
- Experience of producing engaging video content
- Experience of working with a similar demographic or audience
- Experience of using video editing software



Person Specification

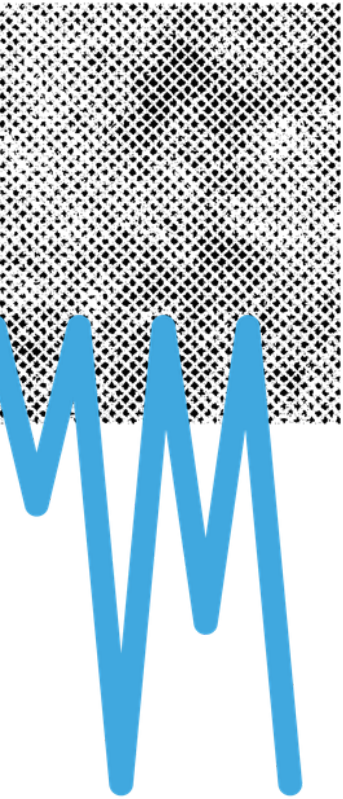
Skills, Knowledge & Expertise

Essential

- Confident IT skills and proficiency in Microsoft Office, use of a variety of digital technologies.
- Able to respond positively to challenging situations and solve problems quickly and creatively.
- Able to communicate clearly and confidently through email, telephone or in person
- Excellent interpersonal skills
- Excellent time management and organisational skills including consistency in meeting deadlines.
- Excellent attention to detail.
- A proactive approach, with the ability to think creatively and critically

Desirable

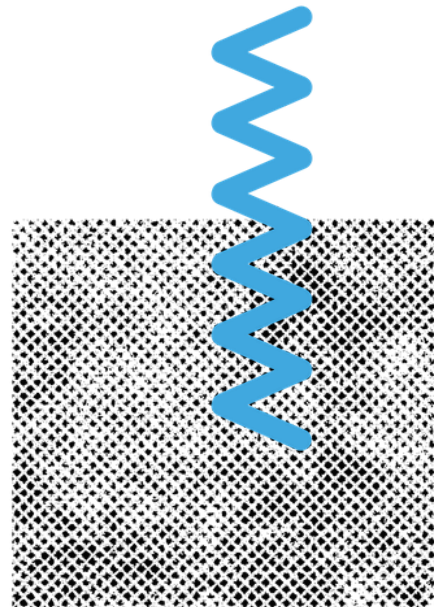
- Able to thrive in a busy, fast-paced and change-driven environment.
- Strong project/campaign planning and leadership skills.



Values & Behaviours

Essential

- A demonstrable commitment to our organisation's values
- Strong commitment to, and understanding of, the principles of equality, diversity, and inclusion, acting with respect for others and their differences
- Comfortable working in a democratic, student-led environment with the ability to empower and build constructive relationships with elected leaders

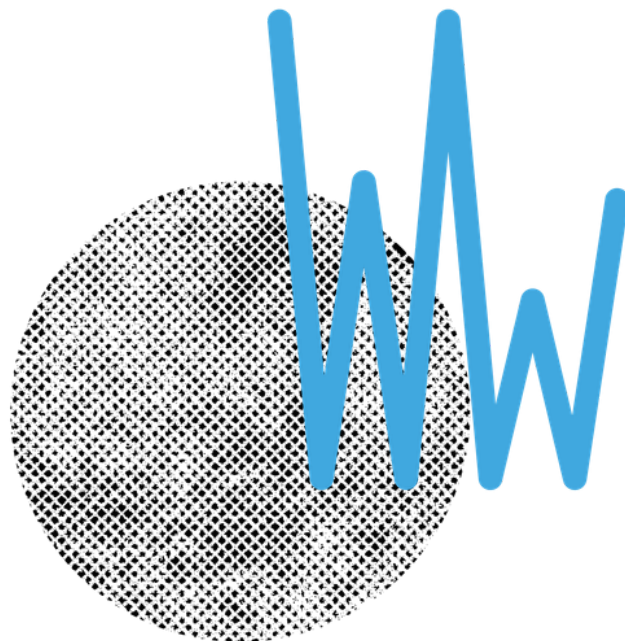


Recruitment Guide for Applicants

The way that we recruit and select our staff is designed to be fair, transparent and inclusive. We want it to be an enjoyable experience for everyone involved. You should expect to receive great communication and a warm, welcoming experience. If you are invited for an interview, we want you to feel at ease and able to give your best. We have put together this guidance to help you along the way

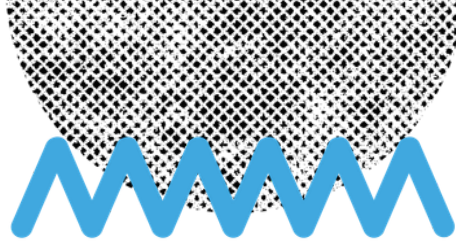
Practical Tips

- Do complete the JMSU application form provided to be considered for the role.
- Do complete the EDI Monitoring form This information will not be submitted to the panel but it helps us monitor and review how we can improve diversity amongst our workforce
- Don't send your CV To reduce unconscious bias, we remove the section of the application form that includes personal details before the shortlisting stage. We cannot easily do this with a CV.
- Application form in Word format please! If you send in PDF format, we have to convert it back to word to separate your personnel details prior to shortlisting.
- Don't attach supplementary documents such as a CV or cover letter, with your application (unless we ask for it as part of the selection criteria). Only your application form will be provided to the selection panel. Everything you need them to know should be included in that form.
- Do request adaptations We want to ensure there are no barriers to recruitment on the grounds of any protected characteristic. Complete section 1 of the application form to do this. The information in the Equality and Diversity Monitoring form is only



Considering using AI?

AI tools can be useful for providing inspiration, refining language, and even helping to prepare for interviews. They're especially helpful for those who find applying for jobs and preparing for interviews overwhelming or face additional barriers. However, while there are benefits, it's crucial to ensure you avoid any overuse that can damage your chances of being selected. If you do decide to use AI, it's vital to ensure your application is an accurate reflection of your unique strengths. Here are some tips that may help



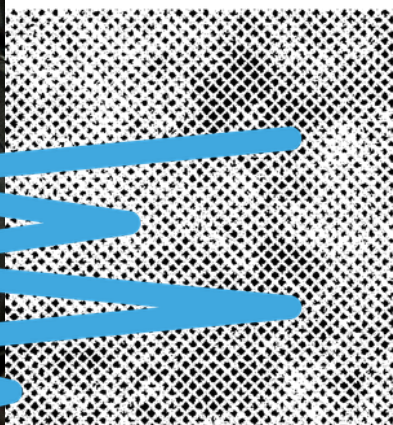
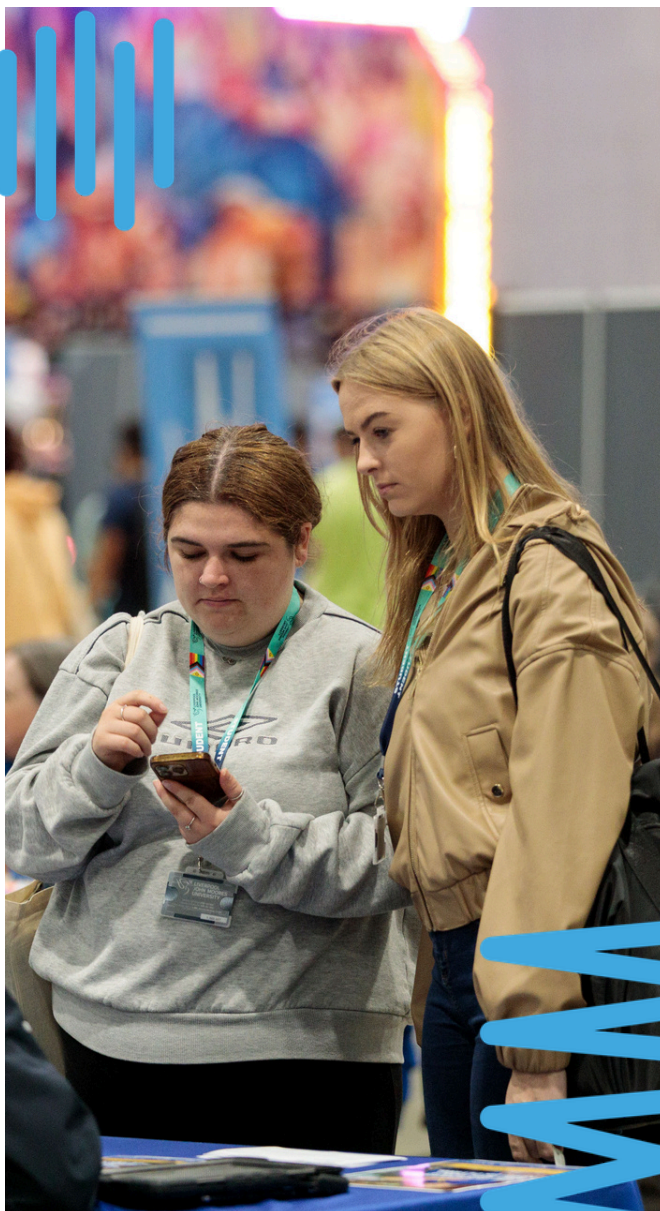
1. Personalise Your Application: Use AI to help you get started on drafts, structure and ideas, but make sure your final application is tailored to your experiences, skills, and personality. Show how your values align with JMSU's and highlight what makes you unique.

2. Avoid Direct Copying: Rather than pasting AI-generated content directly, use it as a foundation. Make sure your application is original and authentic.

3. Proofread and Edit: AI-generated content can sometimes include irrelevant or inaccurate information. It's so important you are truthful about your experience and what you can bring to the role. Always review and refine the text to ensure it reflects this.

4. Check for Repetition: If multiple candidates use the same AI tools, there's a good chance we will see lots of similar responses. Make sure each part of your application is unique to you.

5. Be Mindful of Prompts: AI might include unnecessary text, like "Here's your answer." Including them in your response is a huge giveaway! Make sure to remove any prompts or extra text that don't belong in your applications!

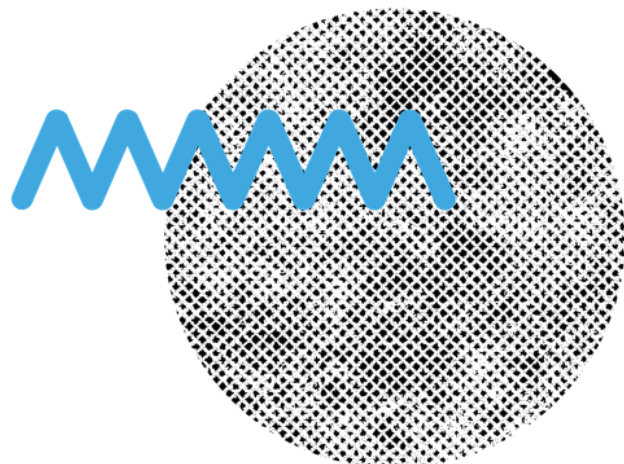
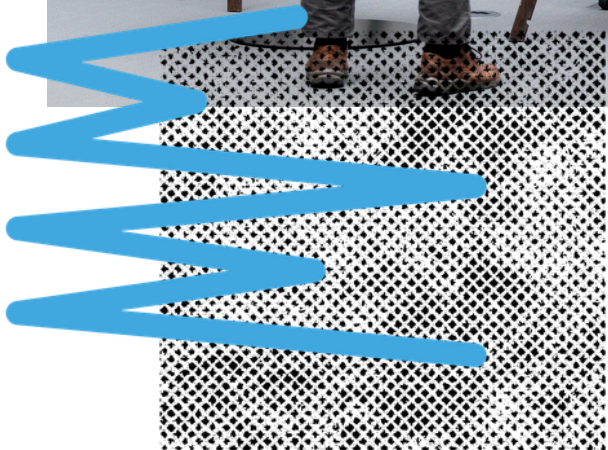


Completing your application form

Our application form asks for your existing qualifications and previous employment history, course details and confirmation of availability for interview and induction training dates. The supporting statement is a key part of your application. Here, you must show how you meet the essential and desirable criteria for the role outlined in the Role Profile. To make sure you do this clearly and concisely, we recommend considering the following approach:



- Take each criterion, [using headings is helpful] and write about how the qualifications/training, skills or experience you have, meet these requirements
- You can group more than one criterion if it makes sense to do so
- Use examples, wherever possible – projects you were involved in, presentations delivered etc. etc
- Think about your transferable skills, volunteering, community work, leisure pursuits etc. How may they apply to the criteria for the role
- If you don't currently meet all the criteria, tell us how are you working towards this i.e. training, or voluntary work? Although some criteria are necessary to perform the role effectively from the start, not all criteria are a deal-breaker and you may be able to work towards achieving – talk about how you may approach this
- Finally, explain how you see your values may fit with JMSU, why you want this opportunity and how it will benefit you and JMSU



Our Process

Certain aspects will differ depending on the nature and requirements of a role but, this should give you a flavour of what to expect. Please note that we do not currently use an automated system to collate and respond to applications. We can receive a large field of applicants and as we use the human touch, a response can take a little longer than we would prefer but, we promise we will get back to you – we just ask for patience!

Do you want to find out more about the job?

The advert may have an email contact for the Recruiting Manager. Applicants are very welcome to request a call for an informal chat about the role and/or JMSU if the Advert or Job Pack doesn't answer your question. If you have a query about the process but, can't find an answer here contact jmsu-recruitment@ljmu.ac.uk

Complete & Submit your Application Form and Equality & Diversity Form

We don't automatically confirm receipt of applications but, will provide one on request. Please note that this may not be until the closing date.

Following the Closing date

Applications are collated and the personal details section is removed. The anonymised applications are provided to all the panel members for shortlisting. Information from your Equality and Diversity form is never shared with the selection panel.

Shortlisting Stage

All panel members review and score the applications separately.

They use a points system to score how far each applicant demonstrates they meet the criteria for that role

Half the points shown below are scored for desirable criteria :

- 0 = No evidence / does not meet requirements
- 1 = Partial evidence
- 2 = Full evidence / fully meets criteria
- 3 = Evidence of exceptional performance / exceeds expectations

The points are totalled, and following a 'sense check' the highestscoring candidates are invited to the Interview stage of the selection process

Guaranteed Interview Scheme for Ethnically Diverse Applicants

We know applicants from ethnically diverse backgrounds may have experienced additional barriers when applying for a new role. We are taking positive action to address an under-representation in our core staff team and offering internal and external candidates from ethnically diverse backgrounds a guaranteed interview where they meet all the minimum essential criteria for the role. For Guidance about the scheme see <https://www.jmsu.co.uk/about-us/work-for-us>



Invites to Interview

We will email you an invite to interview, at least 5 days before the interview date. This may be less where the interview date has been provided in the job advert. We will attach a candidate brief outlining: the date, arrival time, location, selection panel, where and whom to report to, selection methods, timings for the day, and any preparation you will need to do beforehand

Please let us know if you have any accessibility requirements that would make interviewing more comfortable for you.

Unsuccessful applications

We receive a high number of applications and unfortunately we are unable to contact everyone who is not selected for an interview. If you have not heard from us by the advertised Interview date, please assume you have been unsuccessful. You are welcome to contact jmsurecruitment@ljmu.ac.uk to check this and If you require feedback about

The Interview Stage

The selection process may differ depending on the nature and seniority of the role but, is likely to involve at least two of the following elements (Union Support Staff will normally attend an on-line interview):

- On-line panel interview (questions will be provided in the brief)

- Unseen written job-related exercise (You will be presented with this on the day and given an allocated amount of time to complete it) The interview will start with the panel introducing themselves, chatting about the role as well as the structure of the interview. You will also have the opportunity to find out more about JMSU, the job you have applied for, and to ask the question you have. All candidates are asked the same questions but, depending on your response the panel may probe further for clarification. We recognise the process is challenging and we want you to be comfortable and give your best

- We are happy for you to bring notes to the interview and refer to them as necessary.

- Feel free 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.

- We give our assurance that your ability to maintain eye contact, or being nervous in an interview environment, will not impact our judgement of your ability to do the job



Pre-employment checks

All offers are subject to the following pre-employment checks:

- Proof of Right to Work in the UK [see separate guidance]
- One satisfactory reference [This could be a current or previous employer, someone you have performed a work experience or voluntary work for, or a University tutor.]



Confirming the offer and onboarding

Once pre-employment checks are completed, your Recruiting Manager or the HR Manager will be in touch to confirm your start date and you will be sent written confirmation of the offer with your contract of employment. Your recruiting manager will stay in touch throughout and will be planning your induction to help you get off to a flying start and welcome.

