



Join Bristol SU and deliver exceptional experiences for our students!

In the role of Student Group Services Manager, you'll lead the development of processes and services that make student life easier, more inclusive, and more engaging. From streamlining registrations and improving self-service systems to designing funding schemes and student group financial risk management policies, you'll ensure every interaction is smooth and supportive. You'll work closely with student leaders, staff, and partners to create solutions that meet real needs and enhance satisfaction. If you're passionate about service excellence, innovation, and building strong relationships, this is your chance to make a lasting impact.

What's the job?

Role: Student Group Services Manager

Hours: 35 hours per week (to be worked flexibly)

Salary Range: £37,129 - £41,860. The starting salary for this role is £37,129 FTE. The Grade range for this role is £37,129 to £41,860 FTE and pay can progress annually through the band in line with our pay and reward policy

Contract: Permanent

Closing date: Friday 16 January 2026, 9am

Who are we?

Part business, part charity, part membership body – Bristol SU is a seriously fun place to work. Our professional staff do something extraordinary every day: we support student leaders to give people a voice in their education, help people get the most out of their student experience and help people make the change they want in the world. We have over 26,000 members, 400 clubs and societies, a diverse range of professional services, and an innovative strategy that will help to create an inclusive and supportive University community.

What will you bring?

- You'll have experience in delivering exceptional customer service and managing enquiry systems to ensure fast, accurate responses.
- You'll be able to implement digital solutions that improve user journeys, streamline processes, and enable self-service.
- You know how to manage spaces and resources effectively, ensuring safety, accessibility, and a positive student experience.
- You're a skilled communicator and relationship builder, confident in collaborating with students, staff, and external partners to co-create solutions.
- You'll bring knowledge of coordinating sports programmes or events, ensuring smooth delivery and inclusive participation.

Why apply?

Because you're excited to make a difference!

We offer lots of great benefits including enhanced pay for parents taking maternity, adoption or shared parental leave, a competitive salary for the non-profit sector, a generous pension scheme and at least 40 days' holiday. We're committed to helping you achieve a healthy work-life balance through flexible working and are open to considering requests for part-time working. We provide professional training so that whatever your chosen field of work, with the right mix of challenge and support, you'll gain fantastic experience, and room to develop and advance your career.

We are proud to have been recognised through numerous accreditations and awards that demonstrate our commitment to creating a positive and supportive culture. We have appeared in the Inclusive Companies top 100 list and have won a number of awards for our commitment to diversity, including best Students' Union. We also won a Third Sector Excellence Award at the 2018 Investors in People Awards. No wonder 87% of our employees would recommend Bristol SU as a great place to work!

Equality, Diversity and Inclusion are central to life at Bristol SU. We approach our work with positivity and celebrate our diverse and unique communities. Our people are proud of our values and care about creating diverse and supportive communities that are inclusive of age, disability, gender, identity, race, religion, sexual orientation and experience.

Bristol SU strives to have an inclusive culture and an environment for all, underpinned by respect and compassion, where everyone feels welcomed, included, supported, valued and safe. Bristol SU recognises that candidates from some backgrounds/ identities may face additional barriers throughout their careers and when applying for new roles across the sector. We are committed to taking positive action to expand the diversity of our staff team by offering two guaranteed interview schemes – a scheme for people of colour and a scheme for disabled people.

Be yourself, be proud of the work you do and build a career in a place that knows different is good.

Key dates

- Closing Date: Friday 16 January 2026, 9am
- Shortlisting: Monday 19 January 2026
- Interviews: Monday 26 January 2026, Interviews will be held in person at our Senate House offices.

Please visit our website to download our Applicant pack for more information before submitting your application.

For general enquiries, please contact us at bristolsu-people@bristol.ac.uk