

## Manchester-China Friendship Programme Assistant

- **Organisation:** Manchester China Institute
- **Salary:** Paid Casual Employment (£13.32/hour)
- **Working Hours:** Part-time (5-10 hours per week)
- **Duration:** September 2024 - June 2025
- **Work Location:** On-campus and Remote
- **Positions Available:** 2
- **Application Deadline:** 9 September 2024

### Background Information

The Manchester-China Friendship Programme (MCFP) is a joint initiative by the Manchester China Institute (MCI) and the Manchester China Forum (MCF), launched three years ago to foster cultural integration between Chinese, British, and international students at the University of Manchester. The programme hosts a variety of intercultural events throughout the academic year, ranging from heritage site explorations and cultural festival celebrations to culinary exchanges and social gatherings.

MCFP aims to promote mutual understanding and create an inclusive campus environment through Sino-British cultural exchanges. Given the programme's rapid growth—from 60 participants in 2022 to 150 in 2024—we are seeking two MCFP Assistants to help with managing and delivering our activities, ensuring high-quality experiences for all participants involved. For more information, visit the [Manchester-China Friendship Programme webpage](#).

### Job Purpose

As an MCFP Assistant, you will be integral to the success and expansion of the programme, acting as a point of contact between the coordinators, participating students, guests and external stakeholders. You will assist the coordinators with the planning, advertising, and delivery of MCFP events and activities, while gathering and reporting feedback from MCFP participants and guests. The key responsibilities of this role include providing logistical support to the coordinators, attending MCFP's monthly activities and weekly team meetings, and offering guidance to MCFP participants, by answering or redirecting their queries and concerns to the relevant person or service.

As a successful applicant, you would have effective communication, time-management, and resource allocation skills, as well as a passion for promoting Sino-British intercultural student exchanges. The role offers a dynamic experience working alongside professionals at the University of Manchester, while also allowing you to take on tasks that align with your interests and skills, such as producing photo/video content for our social media, writing blogs, leading small-scale gatherings, designing, and distributing promotional materials, translation and interpretation.

## Key Responsibilities

- Provide administrative support for key programme activities as directed by the supervisor. This will include assisting with the planning, promoting, and smooth-running of MCFP events and activities and undertaking tasks such as setting up the MCFP events calendar, contributing to the marketing strategies for MCFP events and offering hands-on support for supervisors when attending MCFP events.
- Act as the first point of contact and provide relevant information, and guidance on routine programme matters, knowing when to escalate to the supervisor and others as appropriate, such as communicating effectively with the coordinators, participants and guests of MCFP on cultural protocols, timetabling, ticketing, venue, etc; responding to queries in a timely manner, solving or redirecting participants' concerns to the appropriate person or services.
- Generate bespoke correspondence, record replies and maintain accurate records as required. This will include producing tailored communication to gather, record and report feedback from MCFP participants and guests to the organiser for future programme improvement, comprising sign up forms and gathering data about participants such as their availability, dietary requirements, accessibility needs, etc.
- Assist in the production, amendment and maintenance of documentation to support local processes. For example, undertake at least one skill-based task, such as producing photo/video content for our social media, writing blogs, leading small-scale gatherings, designing, and distributing promotional materials, translation and interpretation.
- Organise room bookings and catering requirements and provide support for meeting as required. This includes arranging and booking suitable venues for meetings with the participants, liaising with different caterers for ordering and delivering catering, and attending MCFP regular events and team meetings, providing logistical support to organisers as required.
- Act in accordance with and promote University policies, procedures, and requirements at all times – in particular those relating to health and safety; equality, diversity and inclusion; and information governance.
- A commitment to equality, diversity and inclusion.

## Person Specification

### *Essential*

- Experience of working with administrative process.
- Good oral and written communication skills, including the ability to produce information for a variety of internal and external audiences.
- Flexible and responsive to customer needs and able to provide information and guidance while maintain confidentiality.
- Good organisational skills and good at prioritising in a fast-paced environment.
- A good team player with a flexible approach.
- Good numeracy skills, attention to detail and the ability to identify problems and solve issues effectively.
- Familiarity with standard IT package.
- A commitment to the University's core values and to the provision of the best possible support to our students, staff and customers.

### *Desirable*

- Previously held a student leadership position, mentoring or advising others (example: Peer Mentor, Student Rep, member of a society committee).
- Chinese language proficiency (Mandarin and/or Cantonese).
- Knowledge of using and creating content for UK and/or Chinese media platforms.

## Application Process

To apply, please submit your CV and 1-page cover letter to [mci@manchester.ac.uk](mailto:mci@manchester.ac.uk) with the subject line: "2024 MCFP Assistant Application". **Applications close on 9 September 2024.**