

Membership Services Conference

Delegate Newsletter Number One #msconf25

It's happening in two weeks! Some preparatory advice before you join.

It's once again a pleasure to be heading back to the Union at Manchester Met for the tenth Membership Services Conference. We have an agenda absolutely crammed with experience from across the sector, from students' unions, universities, sector bodies, charities, sector specialists as well as international contributions. A special thank you to everyone that submitted a session or agreed to take part in a panel or debate.

The team are excited to welcome so many friends and guests to the Union on this special birthday! This newsletter is about helping you get more out of the conference and prepare:

- Our sponsors
- Tuesday Night
- Welcome to the Movement
- Wednesday night
- Whatsapp Group
- Share your Details
- Prayer Facilities
- Joining Instructions
- Travel disruption
- Membership Services Show

Our sponsors

We are fortunate to be supported by a number of great sponsors this year. Their sponsorship has made so many aspects of this conference possible – we would like to extend our thanks to the teams at:

- **Howden**
- **Membership Solutions Ltd**
- **Counterculture LLP**

You will see them at the conference – please take the time to say hello and see what they do.

Tuesday Night at the Salutation

As is tradition, the night before Conference, some of the organisers will be in the Salutation Pub from about 7:30pm. If that's your kind of thing, come along and say hi – it would be lovely to see some people as we try to work out what we might have forgotten!

Welcome to the student movement

If you would describe yourself as new to the students' union sector or to membership services more broadly, we are putting on a special micro-session for new members of staff to come meet each other and find out how we all tick!

This is at **9am on Day 1, before Conference starts, in the Conference Suite on the Mezzanine**. Come meet us and bring your conference breakfast (available from 8am) with you!



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Wednesday evening

The last session of Day 1 finishes at 17:35. Dinner will be served from 7pm in the Main Hall, in the form of a buffet.

Your dietary requirements when you registered have been passed to the catering team. Then we have **karaoke** until late.

Alongside this, The Salutation will be open and serving, with their excellent beer garden.

Whatsapp Group

There is a delegates' WhatsApp group set up. Mainly for us to send any key, live updates to. Bear in mind, when you [join the group](#), people may be able to see your number.

Share your details

In response to delegate feedback, we're offering the option to share your contact details with other delegates ahead of the event. This will help you network and stay in touch with colleagues after the conference. [If you'd like to be included, simply complete this form](#). If we don't hear from you, your information will remain private.

Prayer Facilities

For delegates who are looking for prayer facilities during the conference, we have access to the University's new facility. Please see the Union reception team who will be able to get you access.

Joining instructions

Joining is really easy. On the day of the event you will receive a QR code to this email address. If you can't access this email remotely please email membership@nus.org.uk so we can update this to one you can access.

Breakfast starts at 8am on Day One, with a quick Welcome to the Movement for new SU staff at 9am and we kick off at 9:15am.

Come into the Union and you will see our registration desk to get a goody bag and let

us know you are here. Have your QR code ready!

Same for Day Two. Breakfast is available in the morning from 8am. Then we get going with the second day plenary.

Reaching the Union is easy and they have some nifty advice here:

<https://www.theunionmmu.org/contact-us/how-to-get-here>

Travel Disruption

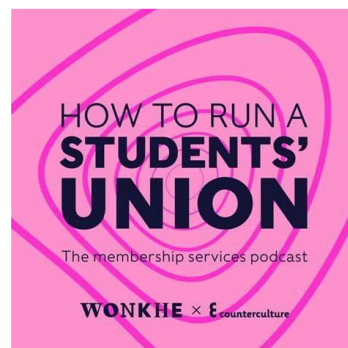
Delegates should be aware that there will be severe disruption to travel in and around the region at the time of the conference. Check with [National Rail](#), but trains will terminate well ahead of Manchester with rail replacement busses and clearly heavier traffic adding 60-90 minutes to journeys.

The Membership Services Show

The Membership Services Show has been running since January 2024, featuring three interviews per week with the people working in and around students' union membership services. Many of the interviews have driven the agenda of this year's conference, and the latest episodes have been trailing sessions at MSconf.

We will be finishing Season One shortly after conference but will be building the programme for Season Two where we reach out further afield and capture as much as we can to help inform our work and platform some excellent people and their work.

Just search for "The Membership Services Show"



wherever you get your podcasts, and let us know if you want to come on, or if you have someone you would recommend be on the show!

If you have any questions about the programme, do drop Alan an email at alan@counterculturellp.com