

Membership Services Conference

Delegate Newsletter Number One #msconf25

It's happening this week! More preparatory advice before you join.

Some of you may already be heading to Manchester, some of you already live there and some of you have one more sleep until #msconf25.

A few important things before we really get into things:

- Shaping your agenda
- Welcome to the student movement
- Keynote speakers
- Debates and discussions
- Whatsapp Group
- The Podcast

Shaping your agenda

There are, in all, over 80 sessions arranged across seven streams. They are broadly aligned with job roles. We have some advice for you when choosing sessions you want to go to:

Start with your union's current priorities. Look at the agenda and see where topics intersect with the kinds of problems your union is trying to solve, either in your strategy or perhaps your officer workplans.

Think about your own development. You are more than allowed to go to sessions and streams that are outside of your job role. Perhaps you want to change discipline, perhaps you want to be a manager in the future, perhaps you are just interested and want to be a bit of a tourist in some of the other job areas! It's all good, but maybe reflect on your last appraisal or 1:1 and see if any sessions help you fill a gap or respond.

You don't have to go to every session block. I repeat: YOU DON'T HAVE TO GO TO EVERY SESSION BLOCK! There are a lot of sessions, and we have put breaks in, so technically you could go to every session block. The delegates are just as important as the agenda – go get a coffee!

[The FULL AGENDA includes room details and session descriptions on the Union's website.](#)

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 session for new members of staff to come meet each other. This is at **9am on Day 1, before Conference starts, in the main Hall – come meet us at the front of the hall.** Bring your conference breakfast (available from 8am) with you!

Types of sessions

Training sessions

A number of sessions throughout the conference are focussed on training, ranging from advice skills, to train-the-trainer, running elections and human resources sessions.

Practice sharing

Presentations around different union practices and projects reflect the real diversity of our sector. Looking at approaches to rep systems to event planning. These sessions enable you to ask what this would look like in your union

– so you'll want to understand the drivers, the conditions and the outcomes.

Updates

We are fortunate to have a number of technical updates – be these from NUS Charity, around returning officer reports, to Bates Wells and Wrigleys giving legal updates and the OIA updating on the complaints scheme – and many more.

Workshops

These are sessions where predominantly it's about the delegates doing the work in the room to come up with solutions, models, toolkits. These include Free Speech New Rules, Institutional Failure and the Fix it Forum for liberation.

Research and development

These are topical, and look at issues such as the ethics of officer support, the analysis of volunteering, social prescribing and loneliness, and Basic Needs.

Networks

Some sessions focus on bringing particular groupings of staff together by role, identity or situation, such as the Queer Staff session or the Influencing Community of Practice. The Basic Needs session also functions as this – as does the Unison session, practically. If you want to advertise a gathering of any form of network around the conference, we would be happy to help promote this to delegates.

Whatsapp Group

There is a delegates' Whatstapp 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.

Joining instructions

Breakfast starts at 8am on Day One, with 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.

Same for Day Two. Breakfast is available in the morning from 8am.

To get to the Union, they have some nifty advice here:

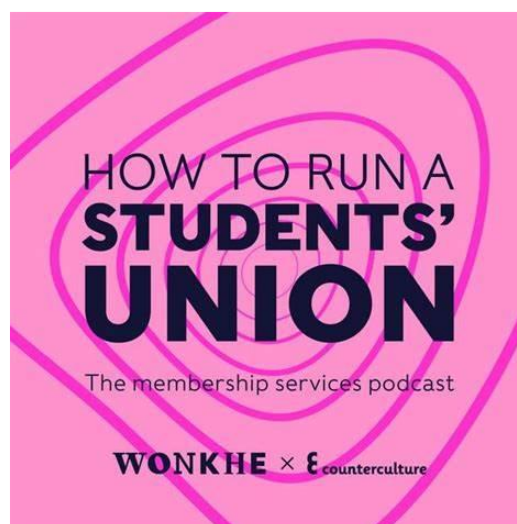
<https://www.theunionmmu.org/contact-us/how-to-get-here>

Travel disruption

There are planned works on the rail, so please check your journey as getting to Manchester may take 60-90 minute longer.

The Membership Services Show

The Membership Services Show has been running since last year, featuring three interviews per week with the people working in and around students' union membership services.



The latest episodes are all focussed on sessions being provided at the conference, with the most recent one reflecting on 10 years of MSconf:

<https://shows.acast.com/65ea05c3f4982e00170d4a14/689885197f93fda8b2d031e8>

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

