

# **Students' Union Advice Manager**

**Students' Union**

<http://www.city.ac.uk/>

**December 2018**

# Role Profile

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<b>Post:</b>	<b>SU Advice Manager</b>
<b>Department:</b>	<b>Students' Union</b>
<b>Grade:</b>	<b>5</b>
<b>Tenure:</b>	<b>Permanent</b>
<b>Responsible to:</b>	<b>SU Head of Membership Development</b>
<b>Responsible for:</b>	<b>Academic casework and student volunteers</b>

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## Background

With a rich history spanning over 100 years, City, University of London Students' Union is the primary organisation representing the views of over 19,000 students at City, University of London to the institution and beyond.

With 3 Full-Time Student Officers, a small team of permanent staff and the involvement of student volunteers, the Union is at the heart of activity on campus. The Union delivers a range of services and support for its members, from independent academic advice to supporting our Programme Reps to enhance their course, to promoting the employability and development of students through our Student Activities department. The Union also runs a Shop which sells a range of products, including ethically sourced University branding clothing, merchandise, confectionary and stationary.

The Union is striving to develop as an organisation and has recently become a Company Limited by Guarantee, moved into a new space on campus and successfully increased its block grant to support this.

## Job Purpose

The purpose of this role is to provide free, impartial and confidential advice and advocacy on a range of academic issues to students. The role will also lead the advice service on behalf of the Union, including managing staff and volunteers, developing the service and maintaining key relationships with the University.

## Main Responsibilities

### Advice Service

- To undertake and manage academic casework for the Union, ensuring that it provides appropriate, accurate, confidential, independent and comprehensive advice to and advocacy of students.
- To ensure the provision of high quality advocacy, advice and information on a range of academic related matters including academic appeals, academic misconduct, complaints, disciplinary, extenuating circumstances and fitness to practice issues.
- To build and maintain relationships with University departments, external stakeholders and other bodies as necessary.

- To keep abreast of developments in the Higher Education sector and within the University, ensuring reference material and information systems are effective and up-to-date.
- To maintain statistical records and create impact reports based on the service provision, along with trend analysis and service engagement research.
- To support the development and delivery of workshops and/or materials to promote student awareness on key issues.

### **Service Development**

- Assist the SU Head of Membership Development in the development of creative and innovative strategies to drive increased engagement, impact and development of the advice service.
- To assist in the production of materials and campaigns to ensure effective communication of the advice service to the diverse student body.
- To develop appropriate feedback systems to ensure that the advice service meets the needs of a diverse stakeholder group.

### **Service Delivery**

- To line-manage relevant staff and volunteers, adhering to policy at all times
- To be responsible for the effective management of financial and other resources associated with the service, and report on these to the Senior Management Team.
- To recruit, train and support the development of staff where necessary.
- To ensure that the service provides a customer focussed service for all users.
- To manage the recruitment and supervision of volunteers, coordinating their inductions, training and ongoing development and ensuring that appropriate support/direction is given to them.
- To work towards accreditation of the advice service, maintaining and enhancing the award where appropriate

### **General**

- To adhere to all relevant Union policy, procedures and governing documents at all times
- To undertake appropriate training and development as required for the role
- To undertake any other duties within their competence, to provide operational cover or support for colleagues including absence and periods of peak workload as required.

### **Context**

This post is designed to provide a professional and effective advice service for our membership. The post holder will be expected to create an environment which creates a culture of excellence in customer service, where customer needs and expectations are identified, measured and met or exceeded at all times.

Attendance at conferences and meetings, both internal and external, will be necessary. The post holder will be expected to assist in key events throughout the year e.g. Fresher's Fair, Elections, Balls and other key or special event.

Hours of work will also vary depending on operational requirements and periods of peak activity.

Staff are expected to portray a positive image at all times, both internally and externally of the Union by displaying high standards of service, integrity, punctuality, politeness and professionalism.

The post holder will have to be pro-active, flexible and have an ability to prioritize a varied and demanding portfolio of work.

## **Additional Information**

- The post holder must at all times carry out their responsibilities with due regard to the University's Equal Opportunities Statement.
- The post holder must accept responsibility for ensuring that the policies and procedures relating to Health and Safety in the workplace are adhered to at all times.
- The post holder must respect the confidentiality of data stored electronically and by other means in line with the Data Protection Act.
- The post holder must carry out their responsibilities with due regard to the non-smoking environment of the University.
  
- **Sustainable Development**  
The University is committed to a policy of best practice to assist in building a sustainable way of life by taking a positive, solutions-orientated approach. All post holders are encouraged to contribute through their roles to improving the environment, for the University and the wider community.  
Details of policy, information and staff development supporting the policy on the environment and sustainability can be found at [www.city.ac.uk/green-policies](http://www.city.ac.uk/green-policies).

*The above list is not exclusive or exhaustive and the post holder will be required to undertake such duties as may reasonably be expected within the scope and grading of the post. All members of staff are required to be professional, co-operative and flexible in line with the needs of the post, Department, School and the University.*

*Job descriptions should be regularly reviewed and at least prior to the annual appraisal, if applicable or on a regular basis to ensure they are an accurate representation of the post.*

# Candidate Specification

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The following are essential requirements unless otherwise stated:

## **Qualifications, Knowledge & Experience:**

- Recognised advice training or qualification (Desirable)
- Management qualification (Desirable)
- Relevant experience of working in an academic support role or advice role, providing face-to-face support and ongoing case working with clients
- Excellent knowledge and experience of academic issues
- Maintaining accurate case notes or other records
- Proven experience of using own initiative for problem solving in professional context
- Experience of working with and leading volunteers
- An understanding of issues facing students in Higher Education today (Desirable)
- Budget planning and management (Desirable)
- Experience of working in a membership focused environment, ideally a Students' Union (Desirable)

## **Skills:**

- Information gathering skills, including acquiring knowledge of relevant legislation along with changes to policy that may affect students
- Strong analytical abilities to process complex paperwork and situations and present information clearly and concisely in writing or verbally
- Ability to establish strong working relationships with a wide range of individuals both within and outside the Union and the University, including students, Student Officers, Union Staff and other organisations
- Ability to assess client needs, responding confidently and appropriately, whilst encouraging a self-reliant approach wherever possible
- Ability to work independently and to prioritise a busy caseload
- Ability to negotiate effectively
- Good IT skills including proficiency in Microsoft Office and casework databases
- A willingness to learn new skills as required and undertake appropriate training
- Experience of using case management systems (Desirable)

**Personal Qualities:**

- Team focused approach
- Self-motivated
- Flexible
- Committed to continuously improving service delivery
- Customer focus
- Persistent & able to persuade others to meet your deadlines
- Understanding and a commitment to Equality of Opportunity
- Attention to detail

# Salary and Conditions of Service

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Staff of City Students' Union are employed by City, University of London on behalf of the Students' Union, to perform such functions as are agreed by the Trustee Board and will be subject to the normal terms and conditions of employment and policies of the Institution.

The salient features of conditions of service for Clerical and Certain Related Administrative staff are as follows:

- Salary will be within the range of £29,515 to £36,261 per annum on Grade 5 of the salary scales for Clerical and Certain Related Administrative staff.
- Annual Leave is 30 days, plus 8 statutory and 4 additional days during the Christmas holiday period.
- Automatic entry into the London Pension Fund with the option to opt out.
- All offers of appointment are subject to City receiving satisfactory references and medical clearance.
- All posts at City are subject to reasonable adjustment under the Equalities Act (2010).
- All appointments at City are subject to a probationary period.
- The appointment is terminable by one month's notice on either side.

## Applications

When preparing your application, you should address carefully the post details enclosed and in particular the qualities outlined in the Person Specification. Please include examples where appropriate.

**All applications must be received by the advertised deadline.**

**Interview Date: Week commencing: 21 January 2019**

## Further Information

City operates a no-smoking policy.

City offers an excellent pension scheme, generous leave allowance, season ticket loan, a good working environment and access to fitness and social facilities.

City confirms its commitment to equal opportunities in all its activities. It is intended that no job applicant or employee will receive less favourable treatment on the grounds of political belief, sex, sexual orientation, disability, marital status, race, nationality, ethnic origin, religion or social class. Selection and promotion criteria are kept under review to ensure that individuals are treated on the basis of the job requirements and on their relevant personal merits; and are not disadvantaged by conditions or requirements which cannot be shown to be justifiable.

If you have a disability and are interested in this post, City welcomes your application. For an informal discussion you may wish to contact the Recruitment Team on:

Telephone: 020 7040 3085  
E-mail: [recruit@city.ac.uk](mailto:recruit@city.ac.uk)