



CITY
STUDENTS'
UNION

*SU Academic Advisor
Recruitment Pack*



Welcome

Thank you for your interest in City, University of London Students' Union (the Union) and becoming our Academic Advisor. This pack contains an overview of the Union, the role and information on how you can apply.

The Union exists to represent all 19,000 of our members - every City student. We're run by students, for students, and provide support, representation, advice and activities throughout the good times and the tough times.

We're governed by a board of ten Trustees, who work alongside our student Officers, small staff team, and hundreds of student volunteers to run a thriving and active students' union in the heart of London. The Union has gone through continual development over the past two years after recruiting a number of staff to re-energise the Union. It's an exciting time for us, with a new strategic plan, rebrand and new physical space for our services.

This is a great opportunity to take on an essential role in a developing and dynamic charity committed to changing lives and we look forward to your application.



**Kristina
Perelygina**
Board of
Trustees
Chair 18/19



Philip Gilks
Chief
Executive

About Us

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 three 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.



Our Vision, Values & Strategy

Our Vision:

"City Students' Union: A high quality, sector-leading students' union".

As a students' union, we must constantly be striving to be the very best organisation for our membership, no matter which direction they lead us. This means we should always be high quality and at the forefront of our sector.

Our Values:

We are Inclusive. We are Broad-minded. We are Creative. We are City Students' Union.

At the heart of everything that the Students' Union does are its values. They give us our identity, guide how we make decisions, and how we conduct ourselves. We are proud that our values are unique, giving us an identity and way of working that is rarely replicated.

We are Inclusive.

We believe that equality is achieved when we are inclusive of all of our members. We are committed to the principles of social justice. We believe that our members should have equality of access and participation in the Students' Union and our activities. We are committed to the principles of equity, recognising the differences that our members have and giving them the tools to succeed.

We are Broad-minded.

We realise that we do not have all of the answers and we should always be open to change and challenging our way of thinking. We are continually learning, talking and sharing information with our students and stakeholders to ensure that we are making the best decisions and offering the best services for our members.

We are Creative.

We celebrate our history, but we are not constrained by it. We are continually on a journey of self-discovery and self-determination, and we support our students on their own journeys. We are not afraid to take risks, try new things and forge a new path for ourselves, the University, and its students.

Our Strategy:

Our strategy to be a high quality, sector-leading students' union is simple but bold.

"Through active partnerships and dynamic student representation, we will create connected communities, full of opportunities where students can individually and collectively grow together by 2020."

Who Are We Looking For?

We are looking for a professional, passionate and enthusiastic Academic Caseworker to provide free, impartial and confidential advice and advocacy on a range of academic issues to students. Empathy and a non-judgmental approach when providing advice will be essential in this role.

The successful candidate will have excellent communication skills and the ability to advise a diverse range of people; knowledge and experience of supporting clients within an academic, support or advice environment; a proven record of storing information accurately and confidentially; be able to demonstrate commitment to maintaining high levels of customer service and key relationships.

The Union is at a key stage in its development, has recently become a charitable company limited by guarantee, and on the 1 August 2017 took on the responsibility for managing its own finance, which was previously done by the University.

The role comes with considerable benefits as an employee of City, University of London including a very competitive pension scheme, a comprehensive package of staff training and development and access to a season ticket loan. **The full salary range is £25,482 - £28,660** and the successful candidate will start at the bottom of the salary range.

Whilst all applicants will be judged on merit alone, we particularly welcome applications from ethnic minority candidates, as this group is currently under-represented within the Union. As an employer City also has the two ticks disability symbol which is awarded by Job Centre Plus to recognise employers who have agreed to take action to meet five commitments regarding the employment, retention, training and career development of disabled employees.

Role Profile

Post:	SU Academic Advisor
Department:	City, University of London Students' Union
School:	N/A
Grade:	4
Tenure:	Full Time
Responsible to:	SU Advice Manager
Responsible for:	Student Volunteers

Job Purpose

The purpose of this role is to provide free, impartial and confidential advice on a range of academic issues to students. The post-holder will also be responsible for recording case details and providing information on issues affecting City students, maintaining high levels of customer service and maintaining key relationships with the University.

Principal Accountabilities

Advice Service

- To undertake and manage academic casework for the Union, ensuring that it provides appropriate, accurate, confidential, independent and comprehensive advice to students.
- To ensure the provision of high quality 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 maintain accurate case notes and collect information for the creation of impact reports based on the service provision.
- To build and maintain relationships with Union staff, 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 is up-to-date.
- To contribute to the delivery of workshops and/or materials to promote student awareness on key issues.

Service Development

- To assist in the production of materials and campaigns to ensure effective communication of the advice service to the diverse student body.

Service Delivery

- To ensure that the service provides a customer focussed service for all users.
- To maintain high standards of customer care

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 General Data Protection Regulation.
- 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.

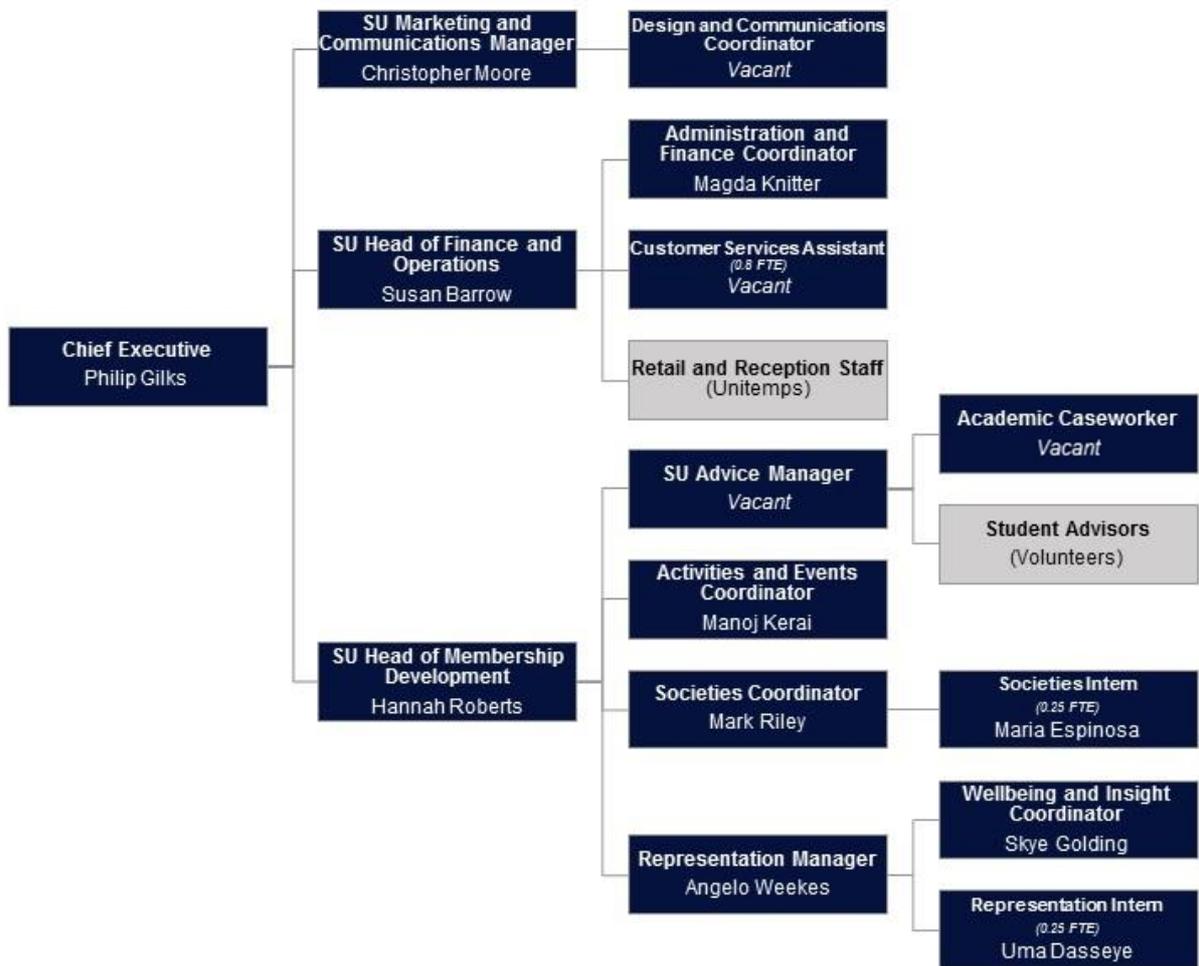
The above list is not exclusive or exhaustive and the post holder will be required to undertake such duties as may reasonably be expected within the scope and grading of the post. All members of staff are required to be professional, co-operative and flexible in line with the needs of the post, Department,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

Staff Structure 2018/19



- Permanent or fixed term staff
- Temporary staff / student volunteers



Candidate Specification

Qualifications

Essential

- Educated to degree level or equivalent

Desirable

- Recognised advice training or qualification

Knowledge and Experience

Essential

- Relevant experience of working in an academic support role or advice role
- Good knowledge and experience of academic issues
- Maintaining accurate case or other records
- Proven experience of using own initiative for problem solving in professional context

Desirable

- An understanding of issues facing students in Higher Education today
- Experience working in a membership focused environment, ideally a Students' Union
- Experience of developing volunteers

Skills and Abilities

Essential

- Information gathering skills, including acquiring knowledge of relevant legislation along with changes to policy that may affect students
- Good analytical skills to process information and identify options available to students
- Good written and verbal communication skills to present information clearly and concisely
- Ability to establish effective 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 work independently and to prioritise a busy caseload
- Good IT skills including proficiency in Microsoft Office and storing information
- A willingness to learn new skills as required and undertake appropriate training

Desirable

- Experience of using case management systems

Personal Qualities

Essential

- 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

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 Senior Administrative, Senior Library & Computer Staff are as follows:

- Salary: will be within the range of £25,482 – 28,660 per annum. This is on Grade 4 of the salary scales for Senior Administrative, Library & Computer Staff. Applicants will normally start at the bottom of the salary range.
- Annual Leave is 30 days, plus 8 statutory and 3 additional days during the Christmas holiday period.
- You will be automatically entered into the pension scheme with the option to opt out.
- All offers of appointment are subject to City, University of London receiving satisfactory references and medical clearance.
- All posts at City, University of London are subject to reasonable adjustment under the Equalities Act (2010).
- All appointments at City, University of London are subject to a probationary period.
- The appointment is terminable by one months' notice on either side.

Further Information

We operate a no smoking policy.

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

City, University of London 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 will be 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, your application is welcomed.

How to Apply?

Applications Close: Sunday 3rd February 2019, 11:59pm

Interview Date: Wednesday 13th February 2019

All applications for City Students' Union roles are administered by City, University of London Human Resources Department. Please follow the link below to apply for this role:

<https://www.city.ac.uk/about/working-at-city>

If you have any questions regarding the role or organisation, please contact the SU Head of Membership Development on hannah.roberts.3@city.ac.uk.