



**Job Pack**

# Advisor

# Chief Executive's Introduction

**Dear applicant,**

I am delighted that you are interested in applying for the role of Advisor at Students' Union UCL and I am pleased to be able to provide you with further details about the role.

Students' Union UCL is an inspiring organisation that is committed to providing a fantastic experience to the 48,000+ students at UCL. We aim to give students a transformative experience whilst studying at the University, supporting them to navigate the challenges of university life and empowering them to be exceptional leaders in their future lives and careers.

We're at an important part of our history, after a period of significant growth and renewal. We have an exciting vision to become one of the best student organisations in the world. In recent years, we have:

- Significantly increased support for our over 350 student clubs and societies, now providing the largest student activities and development programme in the UK with 20,000 active student members.
- Rejuvenated our democratic structures, including holding the largest student elections in the UK in each of the last three years.
- Been awarded Silver for Investors in People, with the Union described as a dynamic and fun place to work.
- Established one of the strongest student volunteering programmes in the UK with over 2,000 students volunteering in the local community each year.
- Expanded the work of our independent student Advice Service – supporting more vulnerable students than ever before.
- Improved the operation of our cafés, bars and gym to provide a higher quality of service and greater profitability to fund student services.
- Secured a multi-million-pound investment to enhance co- and extra-curricular activities as part of UCL's new Student Life Strategy.

You can read about our work over the past year here: [Impact Report 2024](#).

We hope you will be interested in joining us and supporting the next phase of our exciting growth and development.

Best wishes,

**John Dubber**  
Chief Executive



# About the Students' Union

Students' Union UCL is an organisation that exists to make more happen. We are the representative body for University College London's (UCL) students, one of the most diverse student communities in the world. UCL students have the potential to do anything, and the Union plays an essential role in helping them to achieve things they may have never thought possible. As a charity we employ over 130 career staff and over 250 part-time student staff, and deliver a wide range of services and representative functions for students. We work in partnership with UCL towards a fantastic experience for all of our 48,000 students and to ensure that university life enables them to develop the skills, experience and confidence to become the leaders of the future.

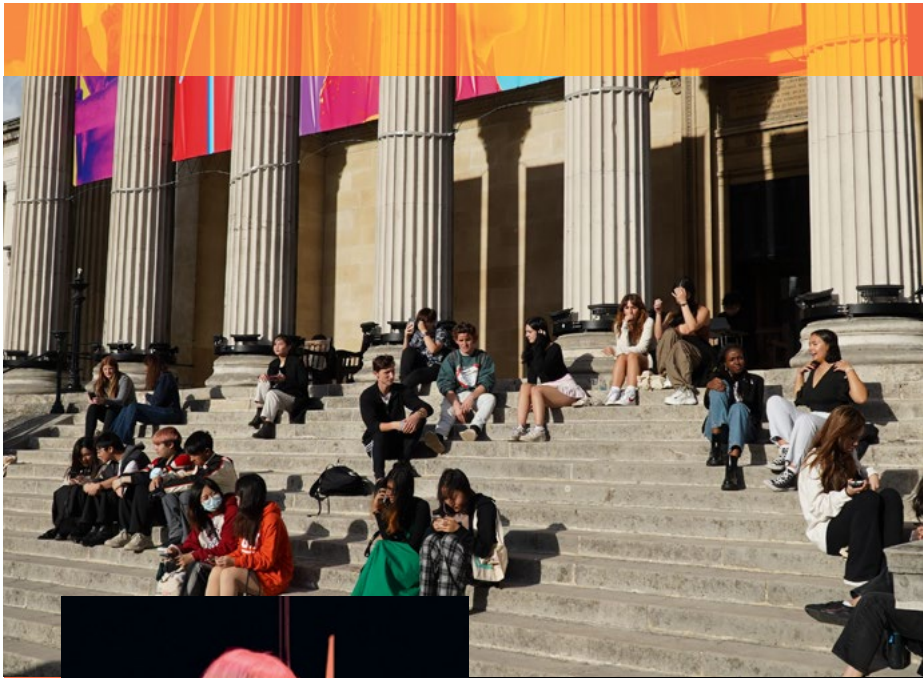
Our vision is of an outstanding experience for all UCL students and to be one of the best students' unions in the UK and the world.

## Our Services

Students' Union UCL is one of the largest student organisations in the UK. It is a charity with over 48,000 student members. It employs around 300 staff and has an annual turnover of more than £10.5m. It provides a wide range of services including:

- Providing an extensive extracurricular activities programme, including all sport, music, performing arts and volunteering at UCL.
- Over 400 student clubs and societies with over 20,000 members.
- Major events to build student communities and celebrate the culture of student groups across the university.
- One of the largest student volunteering services in the UK, with 2,000 students contributing over 60,000 volunteering hours each year to projects across London.
- Five cafés, four bars, a merchandise shop, a gym, and a convenience store.
- Support to over 2,000 elected student representatives across all university departments.
- An Advice Service supporting students to deal with housing, financial, academic, and employment issues.
- Fitness centre and 100-acre sportsground.
- Student media and radio station.
- Support to student representation, networks and campaigning groups.
- Student Job Shop.





# Job Description

Job Title: **Advisor**

Reports to: **Advice Service Manager**

Grade: **6**

## Purpose of the Job

The Advice Service works to promote the interests and welfare of students at UCL by providing outstanding support and advice, including proactive advice and awareness raising activity. We offer a free, confidential and independent advice and support service which advises students on cases including academic, housing, employment and money issues.

The Advice Service is open to all UCL students; casework may include supporting students from (but not limited to) high priority groups such as estranged and care experienced students, carers, disabled students, students affected by domestic violence and students at risk of homelessness. We also provide support for students who have experienced harassment, sexual violence and Hate Crimes.

Our Advisors provide quality advice, information and support to students using the Advice Service, including casework and advocacy. This role is part of our Advice and Wellbeing team, working to ensure students feel supported, informed and striving for positive outcomes whenever possible.

## Duties and Responsibilities

### Service Delivery

- To be a point of contact for the Advice Service, providing support to all UCL students (which may also include recent graduates or confirmed students yet to enrol).
- Provide high quality and accurate advice and information to students using the Advice Service including on housing, academic, money, and employment matters, through casework, support and advocacy. This advice can include listing available options, explaining procedures and reviewing documents.
- Provide a regular and responsive service through in person, online and telephone meetings, as well as by email.
- Maintain accurate and up-to-date case records using a case management system, ensuring records are comprehensive and all advice given, outcomes achieved and other relevant information is recorded promptly.
- Handle students' personal information in accordance with data protection legislation and relevant Union and UCL policies and procedures.

*Continued overleaf*



- Act as a 'friend' for students in UCL committees, panels, hearings or other meetings set up to consider student issues as required, in line with relevant university policies and procedures (advice is available for both reporting and reported parties).
- Maintain awareness of and work effectively with Union, UCL and external teams, including departmental and faculty staff, Student Support and Wellbeing Services, Accommodation and Casework & Regulations Team, to progress students' cases, seek information/assistance, and make appropriate referrals and signposting.
- Support the Union and Advice Services influencing efforts, by identifying policy and campaign issues affecting students using the service and supporting the Advice Service Manager and Head of Advice & Wellbeing to raise awareness of the issues with Union and UCL colleagues or externally, and occasionally attend working groups, forums and committees to provide relevant input.
- Provide data and case studies to the Advice Service Manager and Head of Advice & Wellbeing, to support service delivery, impact reporting and the Unions policy and campaigning work.
- Promote the Advice Service to students, the Union, UCL community and external stakeholders by developing resources, giving presentations, participating in events and meetings, including welcome and induction activities, and contributing to the production of engaging and useful content in accordance with Union guidelines.
- Contribute to the updating of the Advice Service website and other content to ensure accuracy and relevance of our advice and information, including in response to UCL and external policy and legislation changes, in accordance with Union guidelines.
- Identify potential improvements to the service and suggest these to the Advice Service Manager and Head of Advice & Wellbeing for consideration, contributing to specific initiatives and projects as required.

### **Working in the Team**

- Work collaboratively with other members of the team to ensure that an outstanding advice and information service is provided, including supporting Reception Assistants and other Advisors with queries.
- Ensure effective communication with the Advice Service Manager regarding casework, including challenges and successes, as well as workload and capacity.
- Contribute to a culture of peer support within the department, attending and contributing constructively to Advisor meetings to share learning and ideas.
- Attend and contribute constructively to Advice & Wellbeing team meetings, by sharing relevant updates, outcomes, ideas and learning.

### **Personal and Professional Development**

- Proactively stay informed and maintain knowledge of developments in areas impacting casework, including UCL regulations and external policy and legislation changes, to ensure that all advice and information given is up-to-date and accurate.
- Regularly review own development needs, including identifying training opportunities, to ensure that skills and subject knowledge are maintained and improved, so all advice and information given is up-to-date and accurate.

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**General**

- Work in line with relevant UCL, Students' Union UCL and Advice Service policies and procedures, including the Union's safeguarding procedures.
- Be aware of issues concerning equity, diversity and inclusion and apply good practice in the role.
- Union staff may be asked to assist with additional duties relating to Health and Safety as required; this may include acting as a First Aider, Mental Health First Aider or Fire Marshall.
- Carry out any other duties within the scope, spirit and purpose of the job as requested.

*Note: This job description reflects the present requirements of the post. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the post holder.*

# Person Specification

	Essential	Desirable	Tested at Interview	Tested at Application
<b>Qualifications</b>				
A good standard of education - GCSE or equivalent in Maths and English, or equivalent experience	X			X
An Advice & Guidance qualification at NVQ Level 3 or above		X		X
<b>Experience</b>				
Demonstrable experience of giving advice or support in a student or other client facing environment	X		X	X
Experience of working with clients in vulnerable situations in a busy environment	X		X	X
<b>Knowledge</b>				
An understanding of issues facing students in HE	X		X	X
Knowledge of relevant issues in Academic, Housing, Employment or Consumer Advice and Casework		X	X	X
Knowledge of the HE sector and Students' Unions.	X		X	X
<b>Skills</b>				
Excellent verbal and written communication skills	X		X	X
Strong interpersonal skills, with the ability to build rapport and relationships with a variety of stakeholders		X	X	X
A skilled user of IT, able to use Microsoft Office programs, online tools and case management systems effectively	X		X	X
Able to manage time and prioritise workload effectively to manage competing demands; both when working on your own initiative and in a team	X		X	X
Able to understand and work within policies, procedures and regulations.	X		X	X

*Continued overleaf*



## Person Specification CONT.

	Essential	Desirable	Tested at Interview	Tested at Application
<b>Values, attitudes and personal style</b>				
Evidence of commitment to Continuing Personal and Professional Development	X		X	X
A leader on equality of opportunity who values Diversity and removes barriers to equality	X		X	X
Commitment to working in a democratic and student led environment	X		X	X
Commitment to high standards of customer care	X		X	X
Flexibility and an adaptable approach to work	X		X	X
Dedicated to achieving a sustainable Union	X		X	X

*Note: The post-holder will be required to complete an enhanced DBS check to undertake the role.*

# Our Vision

**An outstanding experience for all UCL students and to be one of the best students' unions in the UK and the world.**

## Our Mission

We build a vibrant and empowered student community with real influence in UCL and beyond, that enables students to enjoy their time at university; pursue their interests and passions; see the world in new ways; and develop the skills and experience to change the world for the better.

## Our Team

Our biggest resource as a Union is our dedicated staff team, who deliver a range of services, such as providing advice, securing volunteering opportunities, supporting our clubs and societies and running our cafes, bars, shops and gym. We also have a number of staff delivering professional functions such as HR, finance, communications, and systems support.

# Our Strategic Themes

**Our Vision and Mission will be achieved through delivering four strategic themes:**

**Effective Influence**

**Amazing Experience**

**Vibrant & Inclusive Community**

**Excellent Union**

Read our current strategic plan at [studentsunionucl.org/about-us](https://studentsunionucl.org/about-us).

# Our Values

## Community Building

- We aim to build a strong sense of community for all our students
- We want students to feel they belong and feel pride in being UCL students
- We support and encourage our diverse student communities to grow and succeed

## Empowering

- We support and empower our students to develop their skills and confidence to change to the world for the better
- We help students to pursue their passions, discover new interests, and do more than they thought possible
- We provide support when students need it, helping them to access information, advice and support that enables them to overcome barriers and achieve their potential.

## Inclusive

- We are a diverse and vibrant community with many different opinions, viewpoints, needs and experiences
- We value every member of our community and always try to ensure that our services enable everyone to participate in our activities and play a full role in student life
- We believe that everyone has a right to express their views and to be listened to and respected as a member of our community

## Fun

- We want to make university life fun, distinctive and memorable
- We want all our students to enjoy their time at UCL and are committed to doing all we can to achieve that
- We embrace a positive, fun and inspiring working culture for our staff and officers

## Democratic

- We believe in representative democracy and work to empower and support our elected officers to help them to be effective leaders of the Students' Union and ambassadors for our members
- We cherish our democratic structures and want as many students participating in them as possible
- We recognise that not everyone will always agree, so we encourage our officers to listen to a broad range of student viewpoints and seek to ensure that they consider the breadth of student opinion before taking important decisions.

## Bold

- We are innovative and ambitious
- We want to be one of the best student organisations anywhere in the world
- Bold thinking is part of our DNA. We are part of a diverse, exciting city and a radical university which has welcomed imaginative thinkers and entrepreneurs

## Sustainable

- We want to be the most sustainable students' union in the UK
- We want to minimise our environmental footprint in every way possible
- We want to hand the Union on to the next generation of student leaders and staff in better shape than we found it, protecting its assets and services for the future



# Our Officers

Each year we ask UCL students to choose full-time Sabbatical Officers, who are elected by cross campus ballot, and serve as leaders of Students' Union UCL during their term of office. They are elected with a democratic mandate and have the goal of making positive change at the Union, UCL and beyond. In this role they serve as members of our Board of Trustees and work in partnerships with our Senior Management Team to represent students to the university and provide leadership to the Union's work.

We believe that becoming a full-time officer is one of the most impactful ways of making change happen. Officers work full-time on a special area that's important to them and represent students as members of our Board of Trustees and as members of senior university committees. They have support of full-time staff at the Union to ensure that they provide democratic leadership to our organisation. We also hold elections for a wide range of part-time voluntary roles.



# Salary and Benefits

The salary range is £35,630 - £41,005 including London Allowance per annum.

The annual leave entitlement is 27 days plus 8 Bank Holidays plus 6 closure days.

Amongst the many benefits, there is enhanced pay for maternity, adoption and paternity. We also facilitate flexible working to ensure greater work life balance. These roles qualify for a generous defined benefits pension scheme with an employer contribution. [Read more on UCL's website.](#)

Further details about the benefits are available via the link: [ucl.ac.uk/human-resources/working-ucl](https://ucl.ac.uk/human-resources/working-ucl).

If you have any queries or would like to have a discussion about the role please contact:  
Danielle Swanson, Head of Advice and Wellbeing, at [d.swanson@ucl.ac.uk](mailto:d.swanson@ucl.ac.uk).





**INVESTORS IN PEOPLE™**  
We invest in people Silver

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