

## **Role Profile**

<b>Role title:</b>	Student Advisor
<b>Salary:</b>	£26,640 - £29,820
<b>Full/Part Time:</b>	Full-Time
<b>Contract term:</b>	Permanent
<b>Accountable to:</b>	Head of Advice
<b>Accountable for:</b>	No direct reports
<b>Hours:</b>	35 Hours per Week
<b>Location:</b>	Hybrid office and home working. There is normally a requirement for office-based working at least 3 days per week to ensure service needs are met. Up to 5 days a week office working may be required during busy periods or to cover short staffing. The Advice office is located at the main Students' Union Building.
<b>Eligibility:</b>	Open to applicants with relevant skills and experience who are eligible to work in the UK
<b>Benefits:</b>	We offer a great range of benefits. You can see them <a href="#">here</a> .

## **Our Organisation**

We are Manchester Students' Union, the biggest SU in the country, supporting over 40,000 students throughout their time at university. We help to make student life the best it can be by supporting students to campaign for change, creating opportunities to meet new people, providing employment opportunities, providing advice and support and being a safe place on campus.

We are a values-centred organisation that employs around 90 permanent, full-time members of staff. We recruit a wide range of roles throughout the year within all our departments from our Commercial team operating Manchester Academy Venues, 13 Media, Bar 532 & Kitchen and Corridor Coffee to our Student Activities, Student Engagement, Marketing and Communications, Finance, HR and Facilities teams. Our team of around 400 part-time, studying staff are instrumental in providing to support to all departments as well as leading major projects like Student Angels. When you join UMSU, you'll be immersed in an environment that empowers staff to make great things happen and we're always on the lookout for innovative, passionate, and proactive people to join us.

Our staff team is led by our senior leadership team who are instrumental in driving our strategy at UMSU. It's made up of our CEO, COO, 3 Directors and 2 Associate Directors. We are governed by our trustees and Exec Officers, you can find out more about that [here](#). All our permanent, full-time roles are graded (Grade A-E) which means that there is a clear path to your development and progression whilst at UMSU.

## **Our Organisational Values**

Our values are really important to us and shape the work that we do every day. As part of our recruitment process, we want you to demonstrate how your experiences, behaviours and skills align with our values.

Our values are

- We put students at the heart of what we do
- We provide a ‘great experience’ service
- We believe in improvement and progression
- We are a community
- We are open and transparent
- We are inclusive

You can find more detailed explanations of our values on [our website](#).

### **Role Overview**

- The Students’ Union Advice Service offers free, independent and confidential advice to over 3000 students each year on a wide variety of issues within three key areas. Some examples include:
  - **Academic issues** → mitigating circumstances, academic appeals, complaints to the University, academic malpractice and university disciplinary issues.
  - **Housing** → private tenancy rights, dealing with disrepair, tenancy agreement checks, council tax, tenancy deposits, eviction, landlord harassment and problems in halls of residence.
  - **Student Finance** → financial support options, queries with student finance, money guidance, and consumer issues.
- The role of an Advisor is to help students to know their rights, responsibilities and support options in our key areas of service. Our advice is impartial, meaning that we lay out all the student’s options and support them to take the option they choose. As well as giving advice to individual students, advisors are there to contribute to the running of the service, develop self-help resources (web articles, videos etc) and carry out preventative and promotional work. This work may include delivering presentations, workshops or training to students and staff.
- The successful candidate will join a team comprised of the Head of Advice, two other Advisors and an Advice Service Administrator, who work together to provide effective support for the student body. The Advice Service also regularly employs students throughout the academic to support the service as Advice Service Assistants.

### **Key Result Areas**

<b>Responsible for</b>	<b>Contributor to</b>
Consistently providing high quality advice to University of Manchester students on a range of issues including academic issues and regulations, University disciplinary procedures, housing, student finance, money issues, and student life.	Empowering students to make informed decisions, improving their university experience, and enhancing the credibility and reputation of the Advice Service and Students’ Union as a trusted source of support.
Giving practical advice and emotional support to students in crisis or facing difficult or	Ensuring students feel heard, safe, and supported, which promotes equity, inclusion,

complex circumstances. These include sexual violence, domestic abuse, mental ill health, bullying and harassment, disability, financial hardship and sexual misconduct cases.	and a culture of care within the university community.
Creating self-help material and information resources (blogs, videos, social media posts, website articles) and campaigns on matters affecting students and support the delivery of workshops to student leaders, training and information sessions to improve student wellbeing across a range of issues.	Increasing student access to preventative support and information, reducing pressure on one-to-one services, and promoting a proactive approach to wellbeing and student engagement.
Monitoring and reporting on trends across the issues students are facing and collect data or case studies to be used in campaigns, working with colleagues in the wider department to deliver these.	Informing evidence-based campaigns and strategic priorities, enabling the SU to advocate effectively on behalf of students and influence positive institutional change.
Ensuring all case notes are recorded accurately and in a timely manner on a case management system.	Maintaining service quality, enabling effective case management, and ensuring compliance with legal and organisational standards of confidentiality and accountability.
Supporting the wider SU at key points including freshers and elections and leading on projects such as welcome events, wellbeing events, presentations to the SU and officer training.	Building a strong, collaborative SU culture, increasing visibility and reach of the Advice Service, and ensuring a positive, supportive environment for all students.

### **Organisational Stewardship & Leadership Responsibilities**

- You'll contribute to team planning days and delivery of team goals and objectives
- You'll be able to conduct risk assessments for area of work and have a good knowledge of risk mitigating activities for day to day activities
- You'll perform role in line with Union financial framework ensuring all financial paperwork is passed to the finance team, contributing to budgeting and forecasting for aspects of the departmental budget
- You'll hold expert knowledge of policy and procedure as it relates to the role being delivered and is able to independently apply the framework for the majority of day to day matters

### **Person Specification**

Criteria	Assessed at:			
	Application Form	Interview	Interview Task	All
<b>Education</b>				
We accept candidates from any educational background.				
<b>Skills</b>				

An understanding of <b>giving advice</b> in a professional setting				<b>x</b>
Knowledge of <b>record keeping, data protection and confidentiality</b> and how to apply this in practice.	<b>x</b>	<b>x</b>		
Excellent <b>communication</b> skills with an ability to analyse and understand complex information and convey this to non-experts in a clear and simplified way				<b>x</b>
Ability to <b>listen and support</b> and respond calmly, professionally and with empathy to someone experiencing a difficult or sensitive situation or a crisis.				<b>x</b>
Detailed, current <b>knowledge</b> of at least 1 of the following areas: academic advice, housing, student finance, money advice, general wellbeing advice and support (training will be given in areas where there is little or no experience)				<b>x</b>
<b>Awareness</b> of the issues facing current university students		<b>x</b>		
An <b>understanding</b> of appropriate safeguarding procedures and escalation routes.	<b>x</b>	<b>x</b>		
<b>Personal Attributes</b>				
An ability to work <b>independently</b> to manage and prioritise competing demands to ensure deadlines are met and objectives delivered	<b>x</b>			
Excellent <b>interpersonal</b> skills and an ability to build rapport to ensure a welcoming & supportive experience for service users and strong engagement from stakeholders				<b>x</b>
Ability to <b>solve problems</b> independently by using your initiative and using the information / resources available to you when needed				<b>x</b>
<b>Values &amp; Behaviours</b>				
Align with the SU's values and behaviours both personally and professionally				<b>x</b>

Insight driven – always looking for ways to collect data from a range of sources to measure the impact of your work on the student community or to inform your work	x	x		
Collaborative – great at working collaboratively with team members, seeks ways to ensure all voices are heard, works with colleagues to problem solve				x
Active Bystander – continually seeks to dismantle barriers, ensures all working practises are accessible, seeks to ensure all voices are heard and factored in when making decisions	x			

### **Our Recruitment Process**

The way that we recruit is designed to be fair, transparent, and inclusive as well as being an enjoyable experience for everyone involved. You should expect to receive great communication and a warm, welcoming experience.

Every member of staff is recruited the same way, by submitting an application form and attending an interview. We use a recruitment platform called StaffSavvy where you'll submit your application and book interviews, if successful.

Our process allows you to show us your authentic self, gives you a platform to display your skills and knowledge in relaxed and welcoming setting. We'll never put you under any necessary pressure on you, ask you trick questions or interrogate you in an interview and we'll support you all the way through our process.

You can find more information about our recruitment process on [our website](#).