

Permanent Staff Role: Job Description & Person Specification

Section 1: Key Information

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| Job Title | Advice Centre Manager |
| Department | Community Engagement |
| Team | Advice Centre |
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| Responsible to | Head of Community Engagement |
| Responsible for | <p>Line management responsibility for:</p> <ul style="list-style-type: none"> • 2 x Student Support Adviser <p>Additional team roles include:</p> <ul style="list-style-type: none"> • Casual student staff, including Advice Assistants |
| Contract type | Permanent, full time |
| Office/Hybrid | Hybrid Working Policy in place with guiding principle of 60% office based (role dependent) |
| Hours of work | <p>35 hours a week</p> <p>Some unsociable hours will be required to support projects and events across the year.</p> |
| Grade and Salary | <p>Grade 6 £38,168</p> <p>Salary is subject to RHSU's Pay & Reward Policy, which includes an opportunity for annual pay progression.</p> |
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| Purpose of role | <p>To lead the development and delivery of all work related to the efficient operation of the Students' Union's Advice Centre.</p> <p>To support advisors in providing up-to-date advice and support to students with academic, housing and wellbeing issues.</p> <p>To manage a range of education and outreach campaigns to support students throughout their time at Royal Holloway.</p> <p>To work with the wider organisation to ensure the insight and experience we learn from students are effectively tackled through our wider work.</p> |
| Strategic alignment | <p>The role will make a significant contribution to the overall strategic success of the organisation with a particular focus on providing advice and advocating for students.</p> <p>This will be delivered through the following enabling themes:</p> |

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| | <p>Educate - raise awareness for students on their rights whilst at university, in an interactive and accessible way so that all students can find the information they need at the right time.</p> <p>Listen - Offer an independent and confidential space for students to be heard, with empathy that builds trust and gives them support</p> <p>Guide - Provide a platform with tailored advice for students to assist in solving the challenges they face and when we are not best placed to help, we will work with you to find other services that can provide support</p> <p>Advocate - Ensure students are treated fairly and justly when it comes to their rights, standing up for them when needed and empowering them to be facilitators of change</p> |
| Departmental plans | The role will contribute to projects across the entire organisation. The role will specifically contribute to the Advice Centre's annual plans including the delivery of free, confidential and impartial advice in addition to education and outreach work and supporting wider University teams with events and activities. |

Section 2: Key Deliverables

Service Delivery

- Lead the development and delivery of a professional, independent and confidential advice service for students.
- Lead the development and delivery of a series of proactive campaigns designed to have a positive impact on students' wellbeing.
- Maintain a digital platform for recording and managing case interactions that adhere to our privacy and GDPR policies.
- Ensure the service meets its statutory obligations under the Data Protection Act and appropriate policies and procedures are in place regarding the handling of all data.
- Manage risk in the advice service and report to the Head of Community Engagement any issues that may escalate or pose a risk to the service or to the Students' Union.

Casework and Advocacy

- Keep up with legislation, policies and best practice relevant to advice work and students in Higher Education, updating internal documentation and sharing this information with others as appropriate.
- Ensure the delivery of timely, appropriate and confidential advice across the service that is responsive to students' needs, making appropriate referrals to the University and other external agencies as necessary.
- Ensure the service can accompany students to academic and non-academic disciplinary hearings supporting their rights as students.

- Develop and implement effective monthly reporting on case work, which includes evaluation of impact for students and trend analysis.

Education and Outreach Support

- Use intelligence gathered via individual case work to work with the Sabbatical Officer team to plan and develop preventative policy work that will help improve the student experience at Royal Holloway.
- Lead the development and delivery of a series of relevant and topical outreach programmes based on the knowledge and experience of current issues facing students in higher education.
- Enhance the role that the Advice Centre plays in the private housing market, ensuring students can get access to higher quality accommodation, better services, and are engaged as part of the local community.

Communications

- Work with the Marketing & Communications team to lead on the annual plan for communication content to students for online and print publications.
- Ensure the advice pages on the Students' Union website are kept up to date, relevant news stories and social media posts are generated and outreach initiatives are appropriately marketed.
- Build and maintain excellent working relationships with relevant stakeholders such as University colleagues or local organisations, ensuring communication is fluid and issues are escalated appropriately.

Other Duties

- To attend appropriate meetings and develop reports as and when required by the Union.
- To abide by the Union's Constitution, policies and procedures and all relevant University policies and regulations at all times.
- To contribute to the positive image of the Union with students, the University and the local community.
- Comply with relevant data protection policies, ensuring General Data Protection Regulations are considered when making plans and decisions.
- Establish and maintain excellent working relationships with students, volunteers, staff and individuals outside of the Students' Union (for example the University).
- To undertake other tasks and responsibilities compatible with the level and nature of the post as required by the Chief Executive Officer.
- Identify possible improvements to the service and suggest these to the Advice Centre Manager.

Section 2b: Staff & Financial Responsibilities

- Recruit and induct staff within the organisation as appropriate.

- Manage team members in line with the organisation's policies and procedures, supporting them to grow personally and professionally.
- Work within and agreed budget, in line with the organisation's scheme of delegation and financial procedures.
- Keep up to date knowledge on RHUL policies (including but not limited to appeals, complaints, academic misconduct) and relevant legislation.
- Monitor relevant and current legislation from the sector considering how this will affect our students (including but not limited to housing law such as the Renters' Rights Bill).

Section 2c: Organisation Wide Responsibilities

- Comply with relevant equality and diversity policies, promoting a healthy working environment where all individuals are valued.
- Comply with relevant health and safety policies, seeking to minimise hazards for others.
- Support the development and implementation of sustainability initiatives within the organisation.
- Comply with relevant data protection policies, ensuring General Data Protection Regulations are considered when making plans and decisions.
- Establish and maintain excellent working relationships with students, volunteers, staff and individuals outside of the Students' Union (for example the University).
- Comply with the Students' Union's constitution and other governing documents, recognising and celebrating the contribution of members to leading our work.
- Work as part of a wider team, undertaking any other reasonable duties appropriate for the grade that may be required by the organisation.

The list of responsibilities is not exhaustive, and you may be required to contribute to other organisational projects as needed

Section 3: Person Specification

| Person Specification | |
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| Requirements | Essential (E) Desirable (D) |
| Candidates/post holders will be expected to demonstrate the following | |
| Education & Training | |
| Undergraduate degree or equivalent experience. | E |
| Professional qualification: NVQ level 3 in advice work or similar | D |
| Experience & Knowledge | |
| Minimum one years' supervision/line management experience | E |
| Experience of delivery face-to-face and virtual advice services in a student-facing environment or similar setting | E |
| Developing systems that measure and capture impact/satisfaction according to set criteria. | D |
| Experience of delivering workshops, group-presentations and training. | D |
| Excellent communicator with a keen focus on customer service. | E |
| Skills & Abilities | |
| Knowledge of higher education, Students' Unions and the current issues facing students, including relevant legislation such as Housing. | E |
| Ability to communicate to high standard and ensure delivery of a high-quality customer service. | E |
| Ability to work across an organisation and engage with external stakeholders to build consensus. | D |
| Ability to always ensure impartiality and confidentiality. | E |
| Ability to plan, project manage and monitor performance to ensure service delivery is effective. | E |
| Excellent communicator with a keen focus on customer service. | E |
| Values | |
| We're a values-led organisation, which means we're keen to attract applicants who share our priorities. We're keen to hear about times you've demonstrated the following: | |
| Student Focused: We understand without doubt that we exist for our members. We make sure we know how their needs are changing. We adapt. | E |
| High Quality: Is fundamental to achieving results. We go above and beyond expectations. We channel our energy into making things better and change or stop things that aren't working. | E |
| Inclusive: We champion and celebrate the importance of diversity, equality and liberation consistently through our work. We are ambassadors for our organisation and speak out if something is not right. | E |
| Brave: We embrace change and opportunity, and we are not afraid to try new things. We are ambitious and constantly look for new approaches to doing things. | E |
| Trustworthy: We will ensure that we are transparent, honest and fair in what we say and do. | E |