

## JOB DESCRIPTION

<b>Job Title</b>	<b>Function Manager - Advice</b>
<b>Salary Range</b>	<b>£26,250 - £31,000 basic per annum (successful candidates will start at the base point of the above salary)</b>
<b>Hours of Work</b>	<b>Full time - 35 Hours per week</b>
<b>Reporting to</b>	Director of Membership Services
<b>Responsible for</b>	Advice staff, casual staff and volunteers where appropriate
<b>Purpose of the Post</b>	Responsible for: ensuring the annual objectives of the Advice function are set and met. Operational Leadership of the delivery of a physical and digital service, supporting/ representing students and quality assuring University policies which affect students.

### ROLE SPECIFIC DUTIES

- **Operational Leadership of the Advice Function** - operational management, delivery and development of: annual objectives, managing and delivering function resources, processes, risks and budgets. Working with Senior Manager in setting annual goals/outcomes & support in future planning,
- **Operational Leadership of Career and Student Staff** - recruit, developing and maintaining a skilled, motivated and productive staff team through effective line management of assigned staff, student staff and volunteers. Deputise for the functions Senior Manager when required
- **Responsible for the upholding of procedures relating to confidentiality, administration and reporting** - Developing, maintaining and overseeing implementation of service related procedures & processes, digital service development, production of case trend information and reporting to the Board and University committees as requested.
- **Operational Leadership of Expert Academic Advice and Representation** - Act as an expert practitioner and deliver IAG to student service users, both face to face and digitally, with a focus on independent academic advice & representation supported by robust and effective signposting to ensure a holistic approach to resolving student issues.
- **Operational Leadership for upholding Quality Student Policies** - ensure the highest standards of student processes and procedures and work with the officers to lobby for effective change where necessary
- **Develop and Maintain Critical University Partnerships to support the delivery of the Advice Function** - Including developing and maintaining collaborative and influential relationships with relevant University contacts to ensure the best outcomes for students support services, influential individuals and personal tutor & engagement officer networks.
- **Development of & Collaboration with External Partners in the Community and the sector** - To create strong partnerships and networks across city and digital community to ensure breadth of support offer for students e.g. specialist providers, support networks, council services etc.
- **Develop and implement processes and systems to support the Advice Function** - ensuring there are appropriate processes in place to record, track, report and review impact/outcomes.
- **Elected Officer/Student Volunteer Support** - Support the elected officers and relevant student executives and volunteers in their roles as required.

### GENERAL DUTIES

- The Union operates on a matrix framework, so in addition to responsibilities relating to own job role all employees will be required to work on Union wide projects and may be required to manage people and resources outside their distinct role remit. At all times employees are required to work collaboratively with colleagues and elected student representatives across Union projects and work streams as required.
- All employees are individually and collectively responsible for understanding and complying with all statutory legislation and the Union's policies and procedures.

- All employees are individually and collectively responsible for working to the Union's values.
- To ensure that stakeholders' expectations are exceeded whenever possible employees will be required to support the gaining of and acting on feedback as part of day to day activity.
- The Union considers regular and ongoing personal development/training as essential to role delivery and Union development. It is expected that employees undertake any such development/training offered as is reasonably practicable.

[COMPETENCY AND RESPONSIBILITY FRAMEWORK](#)  
[LINK TO PERSON SPEC](#)

#### OTHER DUTIES

The nature of the post will, at times, require additional commitment over and above normal responsibilities and hours. The requirements will always be commensurate with the role and employees are required to undertake such duties as requested.

I \_\_\_\_\_ (*print name*), by signing below, agree with the above Job Description

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_