#### 3815-ARUSU-Logo-cmyk

**Job Description**

**Students’ Union Advice Manager**

**Vision**

Students creating success together.

**Mission**

A Union with a personal connection to all students; we recognise individual aspirations for success and support students to collaborate and realise their ambitions.

**Our values are:**

**Inclusive**

We champion equality, diversity and accessibility. We respect the needs of the individual and the wider student community.

**Honest**

We think ahead, deliver on our promises and act honestly. We share our hopes, challenges and successes widely and effectively.

**Collaborative**

We always seek to work in partnership with our stakeholders to help us realise our shared ambitions.

**Determined**

We know what is important to ARU students and are driven to achieve the best possible outcomes for them

**Responsible for:** Advisers across Cambridge and Chelmsford campuses.

Support for London campus adviser, in coordination with ARU London Manager

**Reporting to:** Director of Advocacy & Engagement

**Functional Relationships:** Advisers, Chief Executive, Senior Managers, Departmental Managers, Executive Officers, Union staff, University staff, Members.

**Section:** Advice

**Any Other Relevant Information**

Salary £31,204.53

Hours of Work 35 hours per week / Flexibility required

The Students’ Union is fully committed to its policies and procedures on Equality, Diversity and Inclusion

**Purpose of Job:**

To manage Students’ Union Advice Service across Cambridge and Chelmsford and to support the London campus Advice Service. To provide advice to Anglia Ruskin University students during periods of high demand. To be the Union’s representative on academic committees as required. To lead on the continued development of Students’ Union Advice in line with our strategic objectives. To produce regular statistics and reports relating to Students’ Union Advice Service. To be an active member of the Union’s management team.

**Job Role:**

**Students’ Union Advice**

* Manage Students’ Union Advice Service and ensure adherence to Advice Quality Standards (AQS) best practice to support continued accreditation.
* Prepare for and lead on AQS audits for continued accreditation.
* Provide support and guidance for Advisers via casework review, mentoring and team meetings to ensure best practice.
* Develop and enhance the service, in line with the Union strategy, to ensure it meets the needs of all registered Anglia Ruskin University students.
* Provide advice to students as needed, during periods of high service demand.
* Produce statistics and report on outcomes and impact relating to Students’ Union Advice.
* To oversee the promotion and communication of the service to key stakeholders.
* Develop close links with University staff, other SU advice services and other relevant organisations.
* Ensure compliance with the Advice Service data protection and information security procedures.
* Maintain an in-depth knowledge of the academic regulations of the University and the rules, regulations and procedures for students and ensure that Advisers are fully briefed and aware of any amendments.
* Manage the Advice Service budget as directed by your line manager within the finance procedures of the Union.
* Work with the Senior Management Team and other managers to support elected officers in their roles.

# Other

* Undertake all activities in accordance with the Union’s equal opportunities, health and safety, environmental and staff protocol policies.
* Assist in the training and induction of new staff and elected officers as required.
* Attend external conferences and training as required.
* Represent the Union and support officers as required.
* Actively promote exceptional customer service throughout the Union.
* Assist in the Union’s objectives to achieve the organisational strategic plan.
* Carry out any other duties as may be assigned and which are reasonably consistent with the position.
* Ensure that the area under your responsibility is delivering and regularly meeting or exceeding the agreed benchmarks relating to performance, quality service and standards and take appropriate action if standards and targets are not met.

It is important to know that you will be expected to have a Personal Development Plan and to participate in any training programme, meeting or conference considered relevant to your job. The Students’ Union expects all staff to participate in, and take ownership of, their Induction, Personal Development Review, Departmental Staff Meetings and be responsible for carrying out duties with full regard to the rules, policies and procedures and conditions of service contained in the Staff Handbook, and within Departments of the Students’ Union.

A condition of employment is that all staff are expected to assist in key events throughout the year e.g., Freshers Fair and any other key event, including elections, if necessary. Staff are expected to portray a positive image, both internally and externally of the Students’ Union by displaying high standards of service, integrity, punctuality, politeness and professionalism.



**PERSON SPECIFICATION – Students’ Union Advice Manager**

|  |  |  |  |
| --- | --- | --- | --- |
| CRITERIA | ESSENTIAL | DESIRABLE | HOW ASSESSED |
| ***QUALIFICATIONS*** |  |  |  |
| Educated to degree level |  | ✓ | A/E |
| Good general education, including English and Maths to GCSE Grade A\*-C | 🗸 |  | A/E |
| ***KNOWLEDGE AND EXPERIENCE*** |  |  |  |
| Experience of line managing staff | ✓ |  |  |
| At least 3 years’ experience of working in an advice related role | 🗸 |  | A/E |
| Experience of producing reports and statistical data | 🗸 |  | A/E |
| Experience of working in a Higher/Further Education setting |  | 🗸 | A/E |
| Understanding of key issues affecting students in Higher Education |  | ✓ | A/I |
| Experience of serving on committees/working groups |  | 🗸 | A/I |
| Knowledge and/or experience of achieving an external quality standard | ✓ |  | A/E/I |
| Experience of developing a service or managing a project |  | 🗸 | A/I |
| Experience of working with academic regulations |  | 🗸 | A/I |
| Experience of managing difficult situations | 🗸 |  |  |
| ***SKILLS AND ABILITIES*** |  |  |  |
| Effective organisation and administrative skills | 🗸 |  | A/I |
| Ability to manage, mentor and develop a staff team across multiple sites | 🗸 |  | A/I |
| Computer literacy and keyboard skills  including Microsoft Outlook, PowerPoint, Excel and Word | 🗸 |  | A/E/T |
| High standards of grammar, spelling and punctuation | 🗸 |  | A/T |
| Excellent communication skills both written and oral | 🗸 |  | A/I/T |
| Ability to establish and maintain effective working relationships with a wide range of stakeholders | 🗸 |  | A/I |
| ***PERSONAL QUALITIES*** |  |  |  |
| Enthusiastic and flexible in approach | 🗸 |  | I |
| ability to motivate others | 🗸 |  | I |
| Diplomatic and sensitive to others | 🗸 |  | I |
| Able to work independently and part of a wider team | 🗸 |  | A/I |
| Commitment to working in a democratic environment | 🗸 |  | A/I |
| Commitment to equality of opportunity | 🗸 |  | A |
| Customer focused with the ability to work with a range of people | 🗸 |  | A |
| **OTHER** |  |  |  |
| Full driving licence or ability to travel between campuses | 🗸 |  | I |

A = Application Form, E = Evidence, I = Interview, T = Test