

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title	Union and SVLO Advisor
Reporting to	Advice and SVLO Manager
Place of Work	Kedleston Road (with regular travel to other sites across Derby, Chesterfield and Buxton)
Hours of Work	37 hours per week

Main Purpose of Role: To provide free, impartial, and confidential help and advice to members of the Union whilst promoting the Union Advice service and its awareness campaigns across the University.

DUTIES:

Union Advice & Representation:

- To carry out solution focused casework in a professional and impartial manner via various methods of communication including, face to face, telephone, email, Microsoft Teams.
- To provide comprehensive specialist advice, information, support and guidance to current students and graduates on issues including but not limited to academia, welfare, debt and housing, navigating policies and procedures to ensure best outcomes.
- To provide union representational support and advocacy to members at University level meetings and hearings relating to academic offences, complaints, disciplinary meetings, meetings with tutors or other University staff, negotiating on behalf of the student.
- To liaise with University staff, offering advice and guidance in relation to policy and procedure.
- To make professional referrals to both internal and external services in the city, county and further afield.
- To empower students to understand and exercise their rights when experiencing a problem at the University.
- To act for the student where appropriate, drafting letters, completing application forms and liaising with relevant internal departments and external organisations on their behalf.
- To maintain and share knowledge of national best practice, legislation and initiatives in higher education that are relevant to University of Derby students.
- To support strategy and operations to improve the efficiencies and effectiveness of the Union Advice service which proactively supports, sustains and embeds the welfare provision.
- To support the awareness of the Union Advice service and its provisions to the membership which supports and improves the student experience.
- To lead on the preparation, implementation and completion of monthly awareness campaigns, circulating posters/cards/information across the University sites and campuses.
- To lead on campaigns based on both internal advice trends and national trends.
- Prepare for and attend events/awareness days organised by the Advice team.
- To prepare resources for and attend Freshers' and Refreshers' fairs at Derby, Buxton and Chesterfield.
- To provide training for staff working at the Union relating to the Union Advice service as required.
- To take part in the preparations of and delivery of training for Union committees and student groups, Officer Trustees, Part-Time Officers.
- To create and deliver training content in relation to current HE issues.
- To be an invited member of the Halls Disciplinary Panels as required.
- To respond and react to student issues relating to safeguarding, ensuring that relevant departments are notified, and relevant procedures are followed, offering emotional support to those students in crisis.

- To lead on an annual housing event to promote key messages around finding appropriate properties and contracts.
- To identify and lead new opportunities for external partnership working and collaboration.
- To provide support to students who have experienced sexual harassment or violence either recently or historically.
- Being a first point of disclosure for student survivors of recent and historic sexual violence or harassment.
- To support the student to make fully informed choices about their reporting and support options with the Union, University and externally.
- To support the student's decisions in relation to such areas as studies, finance, and accommodation, acting as their representative to enable them to receive additional support, such as, with academic extensions.
- To work in partnership with ISVA services to support the student to access local services in the community.
- To act as a casehandler on the report and support system for sexual misconduct cases.
- Attend Derbyshire County Councils' Sexual Assault and Abuse subgroup meeting to provide insight into University of Derby students.
- To build and maintain positive working relationships with the ISVA services in Derby, including SV2 and the Sexual Assault Referral Centre to enable efficient referrals between the services.
- Support the Advice and SVLO Manager with delivering continuous training of staff on how to handle first disclosures, ensuring that refresher training is provided.
- Be a point of contact for all staff to discuss disclosures from students, providing advice and guidance should the student not wish to access the SVLO service.
- To understand and tackle the barriers those from marginalised communities face in seeking support for sexual violence and harassment.
- Collaborate with external partners including the Derbyshire and Derby Councils to deliver engaging and campaigns to prevent sexual violence and support victims.
- To ensure all documented notes regarding sexual violence appointments are clear and accurate in case the person wishes to report to the police.
- To be able to attend police interviews and court as a witness for the reporting student.
- To be able to write professional and accurate witness statements for police reports.
- To be able to effectively respond and manage crisis.

Research & Administration:

- To participate in the use of Advice Pro to ensure that casework is progressing, and accurate data and statistics can be produced for purposes of reporting and meeting legislation in relation to data protection and confidentiality.
- To record, monitor and report client statistics in a professional and procedural manner.
- To ensure that policy, procedures, and standards are supported across the Union Advice service which meets external legislative and internal requirements.
- To regularly check emails, voicemails, and other methods of student communication within the Union Advice service, responding and prioritising urgent requests.
- Regularly monitor the use of the Union Advice service resources, replenishing resources as required e.g. leaflets, condoms, posters etc.
- To prepare publicity and promotional material for the Union Advice service to use across a variety of communication platforms.
- To be aware of any changes to University policies and regulations and make recommendations to officers and staff through the Student Advice Manager.
- To support any research required within the Union Advice service including the utilisation of client need analysis and casework records.
- To contribute to the Advice team annual report as requested.

Working Relationships:

- To prepare for and attend monthly Advice team meetings and supervision sessions with the Student Advice Manager.
- To develop and maintain links with University staff and departments as well as outside agencies
- To lead on actively recruiting relevant external partnerships and supporting existing external partnership relationships.
- Utilising external agencies to enhance the information and guidance offered to students.
- To input into the annual planning for the coming academic year with the Student Advice Manager.
- To attend relevant meetings with the University and other major stakeholders
- To support the annual Union Elections and By-Elections.
- To support the Equality and Diversity agenda ensuring that proactive strategies are embedded to support further engagement of underrepresented sectors of the student body.
- To work alongside and support the Information and Advice Assistants.

RESPONSIBILITIES

The principle role and responsibilities will change from time to time and the post holder is required to undertake any additional duties as deemed appropriate.

GENERAL

All Union employees are expected to work within the ethos of the Union and strive to achieve the following:

1. To work at all times within relevant legislation as well as structures, policies and procedures.
2. To work co-operatively with other Union staff and officers, as well as relevant external organisations.
3. To adhere to the highest standards, especially of customer service and safety.
4. To seek to continually develop and improve Union facilities and services.
5. To keep up to date with sector developments, local competition and students' views/needs, where necessary.
6. Undertaking market research to generate such information.
7. To undertake necessary training and to attend all meetings as requested.
8. To promote a positive and professional image of the Union of Students to its members, customers, stakeholders and other external people.
9. To positively contribute to the organisations ethical & environmental ethos.
10. To become a 'team champion' for one of the Union working groups (Equality, Diversity & Inclusion, Environment or Mental Health).
11. To perform any other additional reasonable duties as deemed appropriate.

General Notes:

Staff are required to have a Personal Development Plan and to participate in training, meetings or conferences considered relevant to their job. Staff must carry out their duties with full regard to the rules policies and procedures and conditions of service contained in the staff information guide.

A condition of the employment is that all staff are expected to assist in key events throughout the year e.g., Fresher's Fortnight, Elections, and any other key events if necessary. Staff are expected to portray a positive image both internally and externally of the Union by displaying standards of service integrity, punctuality, politeness, and professionalism.

Environmental consideration and environmental best practice are the responsibility of all Union staff.

This list is not exhaustive and is a general indication - the role holder will be expected to complete any reasonable task requested of them.

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Criteria	Requirement	Method of assessment		
		A	I	P/T
Qualifications				
Good standard of general education, typically to the Higher/A level equivalent	Essential	✓		
University/College Degree	Desirable	✓		
IAG/Counselling/Advice Work related qualification	Desirable	✓		
SVLO/ISVA/Sexual Violence related qualification	Desirable	✓		
Experience				
Experience of delivering information/advice/guidance/support to others	Essential	✓	✓	
Experience of representing others in a confidential advocacy related role	Essential	✓	✓	
Experience of coordinating multiple tasks	Essential	✓		
Experience of working with administration systems and databases	Essential	✓		
Demonstrable experience of working effectively on own initiative	Essential	✓	✓	
Experience of coordinating small scale projects	Desirable	✓	✓	✓
Experience of formulating reports and recommendations for senior colleague	Desirable	✓		
Experience of creating and delivering training	Desirable	✓	✓	
Experience of forging excellent relationships with external stakeholders	Desirable	✓	✓	
Skills, Knowledge and Expertise				
Ability to keep calm under pressure	Essential		✓	
Understanding of current policy and themes in Higher Education, Further Education and Students' Unions within the UK	Essential	✓	✓	✓
Skilled in problem solving and decision making	Essential		✓	
Able to understand working with, and alongside, a complex external organisation	Essential	✓	✓	
Self motivated and self reliant	Essential		✓	
Skilled in researching and interpreting local and national policy related to the area of work	Essential	✓	✓	
IT competent with a working understanding of Microsoft Office	Essential	✓		
Exceptional interpersonal and communication skills (written and oral)	Essential	✓	✓	
Able to create and maintain strong working relationships with key	Essential		✓	

stakeholders and staff				
Able to empower others in finding solutions to their problems	Essential		✓	
Able to overcome hurdles and problems in a constructive manner	Essential		✓	
Understanding of the principles of risk/needs assessment and support planning, including the importance of preserving evidence and achieving best evidence	Essential			
Able to input into decision making around the development of the SVLO service in line with sector changes and development	Essential			
Values and ethics				
Desire to work within a democratic and student led environment	Essential	✓	✓	
A demonstrable commitment to our organisational values	Essential	✓	✓	
Strong commitment to, and understanding	Essential	✓	✓	
Desire to work within an organisation which serves a culturally diverse membership	Essential	✓	✓	
Committed, positive, outgoing, and approachable with a 'can do' attitude	Essential	✓	✓	

Key:

A: Application form

I: Interview

Reviewed: October 2023

This person specification is non-contractual and is subject to alteration after consultation with the post holder.