

INFORMATION & ADVICE SERVICE ASSISTANT

Contract:	Permanent, subject to a satisfactory 6-month probationary period.
Work pattern:	Part time/work share 18.5 hours per week (Wednesday 12:00 pm to 4:30 pm and Thursday and Friday all day 9:00 am to 4:30 pm)
Starting Salary:	Pro rata £18,278 (subject to tax and NI contributions and if applicable pension contributions)
Location:	Kedleston Road, Derby

The Union of Students is looking for a part time Information and Advice Assistant to support and work alongside our Advice team and other departments within the Union.

If you are approachable, patient and can effectively demonstrate you have experience in a diverse customer service environment then we want to hear from you.

As our Information and Advice Assistant, you will be our first point of contact for students, as well as supporting the Advice team and, where appropriate, other departments.

To download the full recruitment pack including the job description and person specification please refer to our website the link is: <http://www.derbyunion.co.uk/jobs>

Key dates:

Application close: 12 noon Thursday 18th August

Interviews will be held on: Friday 26th August at Kedleston Road, Derby, DE22 1GB

We will advise all applicants whether or not they have been selected for an interview. Those selected for an interview will be informed no later than the Friday 19th August 2022.

If you would like an informal chat about the role please contact Rebecca Wood, Student Advice Manager – rebecca.wood@derbyunion.co.uk.

Diversity and Inclusion

The Union of Students are an equal opportunities employer; and encourage and value diversity for our employees. We are happy to discuss any reasonable adjustments individuals may require in the recruitment process, on commencement or once in post.

We will select the best candidate solely on the basis of merit and ability to do the job. Unjustifiable discrimination based on gender, race, age, disability, religious or political beliefs, sexual orientation or any other reason will form no part of our selection process. We champion equal opportunities, equality and dignity in the workplace.

Main Purpose of Role: To act as first point of contact for the Union of Students, deliver a high standard of customer care and provide a professional service that offers impartial support, information, and guidance to students. Sound knowledge of the Union and Derby University would be beneficial, however full training is given to safeguard this support service for our members.

Key Responsibilities:

- To ensure the smooth running of the front desk on a day-to-day basis. Provide information for students ensuring initial needs and risks are assessed and understood, where appropriate, provide information about what support services are available.
- Provide non-directive, confidential information and guidance via a live chat function, telephone, teams, email and face-to-face to individuals and groups of students.
- To refer and facilitate access to the full advice service for complex cases and cases of escalation, or external support services as appropriate.
- To support all enquiries in person, online and virtual, ensuring they are handled in a timely, accurate and professional manner.
- To process data accurately and sensitively, in accordance with GDPR and best practice.
- To provide administrative support for the Union Advice team and where appropriate and agreed with the Student Advice manager, for other Union departments.
- To deal with all enquiries confidently and efficiently.
- To support the planning, implementation, and completion of awareness campaigns and events.

Key Tasks:

- To process Club and Society membership payments and room bookings.
- To operate the binding machine for student's work and Union staff.
- To ensure the front desk is always available during opening times.
- To gain an understanding and appreciation of working in a democratic organisation led by student officers by working at all times within relevant legislation of the Union as well as structures, policies and procedures and adhere to the highest standards, especially of customer service and safety.
- To adhere to the close / lock up procedure.
- To adhere to the Unions banking procedure and correctly process all sale transactions.
- To carry out any other duties as required by the Student Advice Manager, Union Advice team, Chief Executive and Officer Trustees.
- Regularly monitor the use of the Union Advice service resources, replenishing resources as required e.g. leaflets, condoms, posters etc.
- To create a quarterly newsletter for the Advice webpage, working with the Advice team and other departments to promote our key messages and information.
- To be a first point of contact and support in the coordination of Market Traders.

General Notes: 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 is the responsibility of all Union staff.

The Union of Students envisages that this post will develop through time and that the post holder is expected to be proactive in pursuing these changes. *This list is not exhaustive and is a general indication - the role holder will be expected to complete any reasonable task requested of them.*

Person specification for Information and Advice Service Assistant is on the next page.

Criteria	Requirement	Method of assessment	
		A	I
Qualifications			
Good standard of general education, to include literacy and numeracy	Essential	✓	
Experience			
At least 1 years' experience of working in a receptive environment	Desirable	✓	✓
Of efficiently determining the priority of the needs of individuals	Essential	✓	✓
Of excellent customer service within a customer focussed environment	Essential	✓	✓
Of managing multiple tasks	Essential	✓	✓
Of working effectively in a team and using own initiative, liaising with relevant parties when necessary	Essential	✓	✓
Knowledge of data protection and ensuring all information is delivered accurately and in an appropriate format	Essential	✓	✓
Proficient use of IT skills in Microsoft including Word, Outlook and Excel	Essential	✓	✓
Skills, Knowledge and Expertise			
Excellent interpersonal and communication skills at all levels	Essential	✓	✓
Excellent timekeeping	Essential	✓	✓
Portray a professional service ensuring a high standard of customer care	Essential	✓	✓
Able to create and maintain good working relationships with our members and staff	Essential	✓	✓
Able to understand working with, and alongside, a complex external organisation	Essential	✓	✓
Able to overcome problems in a constructive manner ensuring the outcome is satisfactory for our members and staff	Essential	✓	✓
Ability to work to tight and multiple deadlines	Essential	✓	✓
Calm and professional approach to problem solving	Essential	✓	✓
Confidentiality is fundamental	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: July 2022

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

CONDITIONS OF SERVICE FOR THE INFORMATION AND ADVICE SERVICE ASSISTANT:

Our full terms and conditions of service, staff handbook and statutory policies are issued on appointment, below is a summary of the main terms and conditions of service:

The starting salary for this role is pro rata £18,278. Subject to tax, NI contributions and if applicable pension contributions. Salary is paid monthly in arrears by direct debit transfer.

The place of work is the Union of Students, Kedleston Road, although on rare occasions you there maybe a need to visit other University sites, namely Britannia Mill, Markeaton Street and One Friar Gate Square.

The post holder is offered a permanent contract (subject to a satisfactory six month probationary period). Our Union Advice Manager is the line manager for this role.

So, What Does the Union of Students Actually Do?

The University of Derby Students' Union is a company limited by guarantee (trading as the Union of Students, University of Derby), registered in England and Wales, and a registered Charity (1169283). We are a democratic, membership-led Union. We provide services and support to our members, the students at the University of Derby, which enable them to develop their skills for future careers, provide a source of fun and enjoyment, offer opportunities to meet new people and become active citizens through volunteering. We also provide a broad range of commercial services which include bar and kitchen venues, coffee shops and several retail outlets.

We are a value driven organisation, existing to meet the needs of our members who are students at the University of Derby. Every University is required to have a Students' Union by virtue of the 1994 Education Act, the broad objectives for each Union is to represent the needs of students to the University, provide where relevant welfare services, ensure there are opportunities to play sport and engage on recreational activities and to run free and fair elections for our own governance.

We are led by students, for students and our purpose is to be a Union that is devoted to the educational interests and welfare of its members.

We have a team of up to 35 permanent employees and 80+ part-time student employees all of whom play a key role in delivering a wide range of activities and support services for students. We provide a high level of student representation at the University via our four full time elected Officer Trustees:

President, Vice President (Activities), Vice President (Education) and Vice President (Welfare).

Our Vision:

To transform the student experience.

Our Mission:

Is to actively empower our student community to reach their potential by providing opportunities to shape themselves, their Union, and their future.

Our Ultimate Goals:

To create a vibrant student community that our members are proud to belong to.

To provide transformative learning experiences in active partnership with the University.

To develop our member's skills and confidence to take their next steps and we remain ready to support them.

To create change our members want by championing their voice to the University

Our Values:

As a values-driven charity we are always working to include our values: Vibrant, Ambitious, Supportive, Inclusive, and Open, in every aspect of our work and expect our Trustees, Elected Officers, staff and volunteers to live these values every single day.

Work Environment:

We encourage enquiries from everyone and value diversity for our employees. We are willing to consider flexible working arrangements and invite you to talk to us if you wished to consider a variation on the hours advertised.

We champion equal opportunities, equality and dignity in the workplace, making this a safe environment to work in. We want to foster a supportive and diverse work environment for our employees which is able to respond to the needs of individual employees and the collective voice of the employee team via the Staff Wellbeing Committee. We are committed to allocating funding towards the development of our team ethos through events and activities as well as celebratory occasions and informal gatherings.

Training and Development Opportunities:

We are firmly committed to the career development of its employees to ensure continued business success. We are committed to developing employees that are professional in approach as well as being highly motivated. All this is essential to allow us to develop and grow the Union and provide rewarding career options for all employees in line with personal abilities.

Reward and Recognition:

We are committed to attracting, developing and retaining the highest quality of employees. In order to do this, the Union seeks to create an environment everyone feels valued and acknowledged for their contribution to the Union and who feel supported in their career aspirations. We recognise that employees want to be paid fairly and appropriately for the work that they do and that they want their contribution to be valued. Every member of staff who meets our 'Performance Development Review' standards are eligible for the annual Pay Award paid from 1 August each year.

Support and Annual Leave for our Employees:

There is an Occupational Pension scheme, subject to a qualifying period, and the highly popular occupational health scheme offered by Westfield Health (on successful completion of the probationary period). The annual leave year runs from 1st August to 31st July. Holiday entitlement is 28 days per annum and is increased after 3 years' service to 30 days, and again after 5 years' service to 31 days (pro-rata for part-time salaried employees). In addition to this entitlement, our employees also receive paid leave during bank holidays and University closure days, for example for 2021/22 equates to around 14 days per annum (pro-rata for part-time salaried employees). In addition, all permanent staff are able to take a day off for their Birthday!