

Job title	Information & Advice Service Assistant.
Contract:	Permanent, subject to a satisfactory 6-month probationary period.
Work pattern:	Part time 18.5 hours per week.
Starting Salary:	Pro rata £17,941 (subject to tax and NI contributions and if applicable pension contributions).
Location:	Kedleston Road, Derby.

The Union of Students at the University of Derby is a growing organisation that represents around 24,000 students, in both Higher and Further Education. We are a registered charity and limited company working to provide exciting and transformational opportunities, support and leadership for students studying at the University of Derby, which enable them to develop their skills for future careers, as well as providing a source of fun and enjoyment that opens up opportunities for students to meet new people.

You will work effectively in a team by sharing responsibilities and key tasks and interacting in a positive and friendly way with our members, giving them a sense of belonging. By showing our members how important they are to you and the Union will leave a lasting impression by working with them and assisting them in the best way possible.

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.

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>

Please submit your completed application to: sally.cunningham@derbyunion.co.uk (HR & Admin Manager). The deadline to receive applications is **9.00am on Thursday 8th July 2021**, and we will advise all applicants whether they have been selected for an interview .

Interviews will be held on **21st July 2021 at Kedleston Road, Derby**. If selected for an interview, you will be advised what recruitment tasks will be undertaken on the day to support the panel.

If successful at the interview stage, candidates ideally are required to start immediately following the interview process.

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.

JOB DESCRIPTION FOR INFORMATION AND ADVICE ASSISTANT

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 access to professional service that offers impartial support, information, and guidance to students.

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 website 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 Support and Inclusion manager for other Union departments.
- To deal with all enquiries confidentially and efficiently.

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

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. Due to the nature of this role, flexible home working will not be possible. 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 ASSISTANT:

CRITERIA	Requirement	Application	Interview Day
REQUIREMENTS:			
Good standard of general education to include literacy and numeracy	Essential	✓	
EXPERIENCE:			
At least one years' experience of working in a reception 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	✓	✓
ATTRIBUTES/SKILLS:			
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	✓	✓
Understanding and commitment to equal opportunities	Essential	✓	✓
The ability to see things from another person's perspective	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	✓	✓

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 circa pro rata £17,941 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.

This is a part time post. The post holder is offered a permanent contract (subject to a satisfactory 6 - month probationary period). Our Support and Inclusion 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 objective 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 up to 50+ 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:

Our annual leave year runs from 1st August to 31st July, our employee holiday entitlement is 28 days per annum (pro rata for part time employees). In addition, employees also receive paid leave during bank holidays and University closure days, which equates to around 11 days per annum (pro rata for part time employees). There is an Occupational Pension scheme, subject to qualifying period and the highly popular occupational health scheme offered by Westfield Health (on successful completion of the probationary period).