

### Union of Students Advisor

<b>Contract:</b>	Permanent, subject to a satisfactory 6-month probationary period
<b>Work pattern:</b>	Full time, 37 hours per week
<b>Starting Salary:</b>	£19,912 (subject to tax and NI contributions and if applicable pension contributions)
<b>Location:</b>	Kedleston Road, Derby (with regular travel to other sites in Derby and occasional travel to Buxton and Chesterfield)

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The role of Union Advisor provides 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.

The role is varied and will include supporting the Equality and Diversity agenda ensuring that proactive strategies are embedded to support further engagement of underrepresented sectors of the student body.

If you are able to overcome hurdles and problems in a constructive manner and can show a positive commitment in supporting the experience of our students please download our recruitment pack and get in touch..

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**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 at:** 12 noon Monday 22<sup>nd</sup> August

**Interviews will be held on:** Wednesday 31<sup>st</sup> 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 23<sup>rd</sup> August 2022.

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

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#### **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.*

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## **JOB DESCRIPTION FOR THE UNION OF STUDENTS ADVISOR**

**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.
- Supporting students with issues including, but not limited to, academia, welfare, debt and housing.
- To provide union representational support to members at University level meetings and hearings relating to academic offences, complaints, disciplinary meetings, meetings with tutors or other University staff.
- To make professional referrals to both internal and external services in the city, county and further afield.
- 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 support the planning, implementation and completion of monthly awareness campaigns, circulating posters/cards/information across the University sites and campuses.
- To contribute to a monthly Union Advice service report as requested by the Student Advice Manager focusing on trends relating to footfall and engagement.
- 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 coordinate and run sessions for students attending the annual 'Get Ahead' programme, who have a disability.
- To attend and prepare resources for the University 'Welcome Weekend'.
- 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 support the Equality Part Officers with their development plans for the academic year.
- To be an invited member of the Halls Disciplinary Panels as required.

#### **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 support and work alongside Student Living to deliver a Union Housing Event.
- 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 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 e.g. DSF Panel, Student Wellbeing Service, Student Forums.
- 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.

#### **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 is 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.* **THE PERSON SPECIFICATION FOR THIS ROLE IS ON THE NEXT PAGE**

Criteria	Requirement	Method of assessment		
		A	I	P/T
<b>Qualifications</b>				
Good standard of general education, typically to the Higher/A level equivalent	Essential	✓		
University/College Degree	Desirable	✓		
IAG/Counselling/Advice Work related qualification	Desirable	✓		
<b>Experience</b>				
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	✓	✓	
<b>Skills, Knowledge and Expertise</b>				
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 stakeholders and staff	Essential		✓	
Able to empower others in finding solutions to their problems	Essential		✓	

Able to overcome hurdles and problems in a constructive manner	Essential		✓	
<b>Values and ethics</b>				
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 UNION OF STUDENTS ADVISOR:**

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 £19,912. 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 you will be expected to regularly visit other University sites, namely Britannia Mill, Markeaton Street, One Friar Gate Square and Buxton and Leek College Campuses.

The post holder is offered a permanent contract (subject to a satisfactory five 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 1<sup>st</sup> August to 31<sup>st</sup> 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!