

Union of Students Advisor

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| Contract: | Permanent, subject to a satisfactory 6-month probationary period |
| Work pattern: | Part time, 15 hours per week |
| Starting Salary: | £9929.40 |
| Location: | Kedleston Road, Derby (with regular travel to other sites in Derby and occasional travel to Buxton and Chesterfield) |

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.

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

Student applications welcome.

Key dates:

Application close at: Wednesday 23rd April 2025 at 12.00pm

Interviews will be held on: Thursday 1st May 2025 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 Friday 11th April 2025.

If you would like an informal chat about the role please contact Rebecca Wood, Student Advice and SVLO 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.

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.
- 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 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.

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
- 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.
- To lead on actively recruiting relevant external partnerships and supporting existing external partnership relationships.

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.

THE PERSON SPECIFICATION FOR THIS ROLE IS ON THE NEXT PAGE

| Criteria | Requirement | Method of assessment | |
|--|-------------|----------------------|---|
| | | A | I |
| 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 | ✓ | |
| 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 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 | | ✓ |
| 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: March 2025

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

