



**UNIVERSITY OF LINCOLN STUDENTS' UNION  
JOB DESCRIPTION**

<b>JOB TITLE:</b> Advice Centre Manager	<b>DEPARTMENT:</b> Membership Services
<b>LOCATION:</b> Students' Union	<b>REPORTS TO:</b> Deputy CEO
<b>SALARY:</b> Grade 6, £28,332 per annum, 37 hours per week, permanent	<b>DATE:</b> January 2020

<b>Context</b>	<p>The Students' Union is an independent body and exists to support students in both their academic and non-academic experiences; whilst working closely with the University and local community.</p> <p>Student leaders are elected by the student body, and supported by the staff's expertise to deliver services and represent student needs; to enhance the experience of all students at the University of Lincoln.</p>
<b>Job Purpose</b>	<p>To manage the provision of confidential, impartial and non-judgemental advice on a range of academic issues to a diverse student membership. Ensuring the service is widely promoted and is of a high quality, respected by students as independent and professional.</p>

**KEY RESPONSIBILITIES**

Key Responsibility 1
<p><b>Deliver independent, impartial and non-judgemental advice to students</b></p> <p>Manage the provision of confidential, impartial and non-judgemental advice on a range of academic, welfare, housing and finance issues.</p> <p>Coordinate representation and advocacy for students at University hearings for example in regard to disciplinary hearings, assessment appeal hearings and fitness to practise hearings.</p> <p>Manager the accuracy and comprehensiveness of casework notes and keep accurate statistics of client numbers and work completed.</p> <p>Maintain strict client confidentiality at all times and abide and ensure adherence to Data Protection legislation.</p> <p>Maintain up-to-date case files and review/monitor own case files on a regular basis.</p> <p>Maintain an up-to-date knowledge of higher education advice matters and best practices and to respond accordingly.</p>

Regularly monitor, implement and review the Students' Unions regulations and procedures to ensure they are fit for purpose and legally compliant.

Liaise with University staff members and committees, and external organisations as required.

Attend institutional committee meetings as and when required, and effectively represent the Students' Union in a professional manner.

Provide content for the Advice section of the website ensuring all information is relevant and up-to-date.

Promote and publicise the service to Staff, Students, the University and external stakeholders.

Lead on the development and expansion of the service as required, recommending innovative ways to raise the profile of the service to meet the needs of members.

### **Key Responsibility 2**

#### **Line Management responsibilities**

To support, manage and train the Advisors (2) and the Assistant Advice Centre Manager in delivery of independent, impartial advice to Students.

Oversee the use of the Students' Union Management System (SUMS) by all Advice Centre ensuring high standards and accurate use.

Review and monitor all case files on a regular basis to ensure accuracy.

Coach and support all Advice Centre Staff in building and maintaining strong working relationships with relevant university staff in schools and relevant service departments.

Coach and help all Advice Centre staff to enhance their understanding of the service and facilitate their contribution to the development of the service.

Hold regularly supervision sessions with Advice Centre Staff to ensure that they are supported and developed.

Undertake quality checks on a regular basis of advice provided in liaison with the Deputy CEO.

### **Key responsibility 3**

#### **General Duties**

Act as a Safeguarding Officer for the Students' Union alongside the Chief Executive.

Manage the Advice Centre budget and be responsible for the resources that are allocated to the department, ensuring these are effectively managed and controlled.

Provide support and advice to the Student Leaders in the planning and delivery of welfare events and campaigns.

Equip Student Leaders with relevant facts, case studies and information to support their campaigns and active membership

Lead in the effective planning, execution and review of regular welfare events and campaigns to provide information and support with measurable impact.

Liaise with the University to promote the Advice Centre to students and academics.

Maintain good working relationships with the University Student Support Centre, Health Service and Wellbeing.

To undertake such other additional duties as may be required from time to time within the overall scope of the appointment as directed by the Senior Management Team.

#### **ADDITIONAL INFORMATION**

<b>Scope and Dimensions of The Role</b>	<p>Work in a manner that reflects the values of the organisation as shown in the Union's constitution and strategic plan, and in line with Union policies and procedures.</p> <p>Promote a positive image of the University of Lincoln Students' Union at all times.</p> <p>Keep abreast of relevant national and local developments and attend conferences, training events and meetings as necessary.</p> <p>Maintain confidentiality in respect of all areas of the job responsibilities and be aware of current policy relating to Data Protection legislation.</p> <p>Engage in appropriate training programmes as identified by your line manager.</p> <p>Participate in the staff performance and development review scheme.</p> <p>Actively follow and promote Union policies.</p> <p>Some attendance at meetings outside normal office hours may be required.</p> <p>To undertake such other additional duties as may be required from time to time, within the overall scope of the appointment as directed by the Senior Management Team.</p>
---	--

<b>Key Working Relationships</b>	<p>Deputy CEO Advice Centre Staff Advice Centre Volunteers/ Buddies Executive Team Students' Union staff</p>
<b>External Contacts</b>	<p>Other Students' Unions University School points of contacts University College points of contacts LLAT</p>

<b>Author</b>	H. Coleman	<b>Date Published</b>	January 2020
---------------	------------	-----------------------	--------------

**UNIVERSITY OF LINCOLN STUDENTS' UNION  
PERSON SPECIFICATION**

**Job Title: Advice Centre Manager**

<i>Selection Criteria</i>	Essential (E) or Desirable (D)	Where Evidenced Application (A), Interview (I), Presentation (P); References (R)
<b>Qualifications:</b> GCSE or equivalent in English and Mathematics Good general education background (qualified to degree) Qualification in Advice and Guidance	E D D	A A A
<b>Experience:</b> Significant experience of giving advice Significant experience of casework, advice or advocacy Experience of supporting projects across departments Experience of delivering training Experience of Managing staff Experience of supporting volunteers Experience of working in a democratic environment Experience of keeping effective and confidential client records and statistics	E E E E E D E E	A / I A / I A / I A / I A / I A / I A / I A / I
<b>Skills and Knowledge:</b> Knowledge of at least two of the following areas of advice provision; academic, housing, student financial Exemplary written and verbal communication skills Strong IT skills, including an advanced level use of Excel, Word, PowerPoint and Outlook Professional presentation of documentation and correspondence Able to manage own workload, time and priorities Project Management Skills	E E E E E E	A / I A / I A / I A / I A / I A / I
<b>Competencies &amp; Personal Attributes:</b> Commitment to the delivery of high standards of service Confidentiality and Diplomacy Ability to adapt to changing situations Proven ability in organising Understanding of, and commitment to, Equal Opportunities within the Workplace Personable and Professional in relationships with others	E E E E E E	A / I / R A / I A / I A / I A / I A / I
<b>Business Requirements:</b> DBS clearance will be required May be required to work occasional evenings and weekends	E E	A / I A

Essential Requirements are those, without which, a candidate would not be able to do the job. Desirable Requirements are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.