



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

JOB TITLE: Advice Centre Advisor	DEPARTMENT: Membership Services
LOCATION: Students' Union	REPORTS TO: Advice Centre Manager
SALARY: £17,407 per annum (Grade 3), 37 hours per week, permanent	DATE: September 2019

Context	<p>The Students' Union is an independent body and exists to support students in both their academic and non-academic experiences whilst studying at the University of Lincoln We achieve this by working closely with the University and local community.</p> <p>Our five Student leaders are elected by the student body, and supported by professional staff with expertise to deliver services and represent student needs, to enhance the experience of all students at the University of Lincoln.</p>
Job Purpose	<p>The Advice Centre Advisor will work within our Advice Centre to undertake administration & casework duties, providing high quality advice and support to meet the needs of students.</p>

KEY RESPONSIBILITIES

<i>Key Responsibility 1</i>
<p>Delivery of a professional and independent advice service to members</p> <p>Provide confidential, independent and impartial advice on issues in four key advice categories: academic, finance, housing and welfare.</p> <p>Advise and represent (when applicable) University of Lincoln and University of Nottingham Medical School members on University Regulations and Policies relevant to them, covering a range of academic issues. For example grade appeals, extenuating circumstances, complaints, misconduct, academic offences and Fitness to Practise. This will include providing representation at School, College and University level meetings.</p> <p>Effectively manage client caseload by delivering a high standard of advice and support to members accessing the service and adhering to organisational and specific Advice Centre policies at all times. Work in partnership with the University and other services for the purposes of casework and in the best interests of the client, make appropriate referrals and escalate duty of care concerns or complex cases to the Advice Centre Manager.</p> <p>Maintain accurate and up-to-date casework records and support case reviews as per the Policy.</p> <p>Support the delivery of an accessible and flexible advice service during normal working hours, with flexibility to deliver services and perform activities outside of normal working hours when required.</p>

Maintain client confidentiality in line with ULSU group's data protection policy, Safeguarding policy and duty of care procedures.

Oversee the development of the Advice Centre's webpages by coordinating and contributing to content updates and ensuring that all information is relevant and correct.

Continue to develop and disseminate knowledge to the team in key advice areas to keep up-to-date with changes in each area.

Key Responsibility 2

Provide departmental administrative support

Provide administrative support as directed by the Line Manager and senior team members including front-of-house duties, responding professionally to email, telephone and face-to-face enquiries, and any other duties as required to support the running of the service.

Complete essential office tasks to ensure the effective running of the service and completion of Advice Centre projects as required.

Effectively manage your own caseload by adhering to departmental procedures at all times and maintaining up-to-date and accurate case notes and files, which will be subject to regular reviews.

Contribute to the collection of service data and trends.

Support the development of the Advice Centre webpages and other marketing materials with relevant and up-to-date information.

Promote the service to members, staff, the University and external stakeholders in a professional manner, upholding and promoting the organisation's values.

Key Responsibility 3

Provide departmental project support

Contribute to events and opportunities to raise awareness of and promote our service to members, staff and relevant stakeholders.

Provide administrative and practical support for annual events and campaigns involving or hosted by the Advice Centre, including Welcome Week and the Housing Fair.

Support the Advice Centre Manager to deliver advice or welfare-related projects and campaigns.

Liaise effectively with SU departments, University services and external stakeholders as required to support the delivery of projects.

Supporting SU volunteers during promotional events and in front-of-house duties through contributing to the delivery of training and administrative support.

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

ADDITIONAL INFORMATION

Scope and Dimensions of The Role	<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 the 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>Maintain confidentiality in respect of all areas of the job responsibilities, and be aware of current policy in relation to the Data Protection Legislation.</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 or Duty Manager.</p>
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Key Working Relationships	<p>Advice Centre Manager</p> <p>Advice Centre Team</p> <p>Executive Team (Sabbatical Officers, Chief Executive)</p> <p>Union SMT</p> <p>Union Staff Team</p> <p>University Student Support Service</p>
External Contacts	<p>Advice UK</p> <p>Secretariat</p> <p>University School points of contacts</p> <p>University College points of contacts</p> <p>University Professional Services</p> <p>Landlords & letting agents</p>

Author	S Carney	Date Published	September 2019
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**UNIVERSITY OF LINCOLN STUDENTS' UNION
PERSON SPECIFICATION**

Job Title: Advice Centre Advisor

<i>Selection Criteria</i>	Essential (E) or Desirable (D)	Where Evidenced Application (A), Interview (I), Presentation (P); References (R)
Qualifications: Good general education background (qualified to degree) GCSE or equivalent in English and Mathematics	D E	A A / I
Experience: Experience of providing at least one of the following: casework, advice, support or advocacy Experience of working as part of a team Experience of supporting project work Experience of supporting a team and/or volunteers Experience of administrative work Experience of working in a democratic environment	E E E D E D	A / I A / I A / I A / I A / I A / I
Skills and Knowledge: Knowledge of at least one of the key areas of advice: academic, housing, finance and welfare. 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 Attention to detail Knowledge of Data Protection Legislation	E E E E D E E	A / I A / I A / I A / I A / I A / I A / I
Competencies & Personal Attributes: 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
Business Requirements: 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.