

Role Profile

Role title:	Advice Intern (Student Finance)
Salary:	£25,360-£27,553
Full/Part Time:	Full-Time
Contract term:	Fixed-Term – 12 months
Accountable to:	Head of Advice
Accountable for:	No direct reports
Hours:	35 Hours per Week
Location:	Usually located at the main Students' Union Building / with an option to work some hours remotely
Eligibility:	Open to applicants with relevant skills and experience who are eligible to work in the UK and a recent graduate at UoM.
Benefits:	We offer a great range of benefits. You can see them here .

Our Organisation

We are Manchester Students' Union, the biggest SU in the country, supporting over 40,000 students throughout their time at university. We help to make student life the best it can be by supporting students to campaign for change, creating opportunities to meet new people, providing employment opportunities, providing advice and support and being a safe place on campus.

We are a values-centred organisation that employs around 90 permanent, full-time members of staff. We recruit a wide range of roles throughout the year within all our departments from our Commercial team operating Manchester Academy Venues, 13 Media, Bar 532 & Kitchen and Corridor Coffee to our Student Activities, Student Engagement, Marketing and Communications, Finance, HR and Facilities teams. Our team of around 400 part-time, studying staff are instrumental in providing support to all departments as well as leading major projects like Student Angels. When you join UMSU, you'll be immersed in an environment that empowers staff to make great things happen and we're always on the lookout for innovative, passionate, and proactive people to join us.

Our staff team is led by our senior leadership team who are instrumental in driving our strategy at UMSU. It's made up of our CEO, COO, 3 Directors and 2 Associate Directors. We are governed by our trustees and Exec Officers, you can find out more about that [here](#). All our permanent, full-time roles are graded (Grade A-E) which means that there is a clear path to your development and progression whilst at UMSU.

Our Organisational Values

Our values are really important to us and shape the work that we do every day. As part of our recruitment process, we want you to demonstrate how your experiences, behaviours and skills align with our values.

Our values are

- We put students at the heart of what we do
- We provide a 'great experience' service

- We believe in improvement and progression
- We are a community
- We are open and transparent
- We are inclusive

You can find more detailed explanations of our values on [our website](#).

Role Overview

The Students' Union Advice Service offers free, independent and confidential advice to over 3000 students each year on a wide variety of issues within four key areas. Some examples include:

- **Academic issues:** mitigating circumstances, academic appeals, complaints to the University, academic malpractice and university disciplinary issues.
- **Housing:** private tenancy rights, tenancy deposits, finding a guarantor, dealing with disrepair, tenancy agreement checks, council tax and problems in halls of residence.
- **Student Finance:** financial support options, queries with student finance, funding options, tuition fees, money guidance and consumer issues.
- **Student Life:** sexual violence and harassment, domestic abuse, fraud or scams, free drug testing kits and drug support, homesickness, social isolation, concern for a friend, health or wellbeing concerns, disability, help after experiencing a crime and mental health difficulties. This area of advice involves providing students with practical and emotional support, advising on their options and signposting or referring to specialist services. Practical support includes supporting with wider academic, housing and money issues related to their initial enquiry

Our advice is impartial, meaning that we lay out all the student's options and support them to take the option they choose.

The purpose of this role is to provide students with advice and support while developing the knowledge, skills and experience required to become a professional adviser. The role will have a particular focus on student finance advice, providing an opportunity to develop knowledge and experience in this area, alongside gaining experience of supporting students with issues across the wider Advice Service.

The postholder will receive training, support and supervision from experienced members of the Advice Service and will progressively develop their ability to provide advice independently. The role will involve a combination of structured learning, on-the-job experience and supervised advice work, with the level of responsibility increasing as the postholder develops their knowledge, skills and confidence.

As well as giving advice to individual students, the role will involve contributing to wider activity of the service. This includes developing self-help resources (web articles, videos etc) and carrying out preventative and promotional work. This work may include supporting with presentations, workshops or training to students and staff.

The successful candidate will join a team comprised of the Head of Advice and Deputy, three other Student Advisors and an Advice Service Administrator, who work together to provide effective support

for students. The Advice Service also regularly employs students to support the service as Advice Service Assistants and Student Caseworkers.

Key Result Areas

Responsible for	Contributor to
Developing the knowledge, skills and confidence to provide high-quality advice to University of Manchester students. There will be a particular focus on student finance, while also developing an ability to support students with academic issues and regulations, University disciplinary procedures, housing, and wider student life matters.	Ensuring students feel heard, safe and supported, promoting equity, inclusion and a culture of care within the university community.
Developing the skills to respond professionally and with empathy to students experiencing difficult or sensitive circumstances, remaining calm, offering reassurance and appropriately signposting or referring students to specialist services.	Maintaining high standards of service quality and effective case management.
Maintaining accurate and timely case records and following Advice Service procedures, including requirements relating to confidentiality, data protection, safeguarding and case management.	Increasing student access to preventative support and information, reducing pressure on one-to-one services, and promoting a proactive approach to wellbeing and student engagement.
Participating in training, supervision, case discussions and reflective learning, using feedback to develop advice skills, knowledge and professional practice.	Working collaboratively with colleagues within the Advice Service and across the wider Students' Union, contributing to positive working relationships with officers and other teams and supporting work that improves the student experience.
Contributing to wider Advice Service activity, including self-help resources, preventative and promotional work, presentations, workshops and wider Students' Union activities.	Supporting the wider SU at key points including freshers and elections and assisting on projects such as welcome events, wellbeing events.

This is not an exhaustive list of responsibilities and you may be asked to carry out other duties appropriate to the role.

Organisational Stewardship & Leadership Responsibilities

- You'll participate in team planning days.
- You'll assist in key Students' Union events & activities throughout the year including Welcome Week, elections and supporting the officers in delivering their plans.
- You'll perform duties in line with the Union policy & procedure framework.

- To contribute to maintaining communal areas and team stores

Person Specification

Criteria	Assessed at:			
	Application Form	Interview	Interview Task	All
Education				
We accept candidates from any educational background.				
Skills				
An understanding of giving advice in a professional setting*				x
Knowledge of record keeping, data protection and confidentiality and how to apply this in practice.				x
Excellent communication skills, with an ability to understand complex information and explain it clearly and simply to non-experts.*				x
Ability to listen and support and respond calmly, professionally and with empathy to students experiencing difficult, sensitive or crisis situations.				x
Personal Attributes				
An ability to work independently to manage and prioritise competing demands to ensure deadlines are met and objectives delivered				x
Excellent interpersonal skills and an ability to build rapport to ensure a welcoming & supportive experience for service users				x
Ability to solve problems independently by using your initiative and using the information / resources available to you when needed*				x
Values & Behaviours				

Align with the SU's values and behaviours both personally and professionally				x
Insight driven – always looking for ways to collect data from a range of sources to measure the impact of your work on the student community or to inform your work				x
Collaborative – great at working collaboratively with team members, seeks ways to ensure all voices are heard, works with colleagues to problem solve				x
Active Bystander – continually seeks to dismantle barriers, ensures all working practises are accessible, seeks to ensure all voices are heard and factored in when making decisions				x

Please note that all of the above criteria are desirable unless marked with an asterisk (), which indicates essential requirements.*

Training & Development

We don't expect you to meet every single requirement listed above. When you join us, you'll be part of a supportive team where learning is encouraged and built into everyday work.

- **Induction and on-the-job learning:**

Most training will happen naturally as part of your role, with colleagues and managers supporting you to pick up new skills. Early training will include:

- Guided reading of key resources (policies, website information, internal guidance)
- Scenarios and reflective questions
- Mock casework practice
- E-learning
- Introduction to our systems and processes
- Meeting team members across the Students' Union to understand how we work together
- Observing live casework and sitting in on appointments

- **Role-specific qualifications or development opportunities:**

There may also be opportunities to attend Advice UK training, sector conferences, external workshops, or other professional development relevant to student advice work.

Working Arrangements

The Advice Service is based on the first floor of the Students' Union. We have a dedicated space with our front desk / reception, waiting area, interview rooms and staff offices.

Flexibility/Remote Working

- You'll have your own desk space but can hot desk and work from other offices if you prefer.
- Remote working is available, with an expectation to attend the office 4 times weekly.
- Working on-site may be required more frequently during busy periods, such as freshers, elections and in case of sickness or annual leave.

Hours/ Patterns of Work

- Core service hours are 10am to 4pm, Monday to Friday.
- Team meetings take place weekly on Wednesday and Thursdays at 9:15am.
- Flexible working around these hours is available.

Our Recruitment Process

The way that we recruit is designed to be fair, transparent and inclusive as well as being an enjoyable experience for everyone involved. You should expect to receive great communication and a warm, welcoming experience.

Every member of staff is recruited exactly the same way, by submitting an application form and attending an interview. We use a recruitment platform called StaffSavvy where you'll submit your application and book interviews, if successful.

Our process allows you to show us your authentic self, gives you a platform to display your skills and knowledge in relaxed and welcoming setting. We'll never put you under any necessary pressure on you, ask you trick questions or interrogate you in an interview and we'll support you all the way through our process.

Top Tip: our roles can be quite competitive, so we recommend applying as soon as possible as we often close applications early!

If you'd like further information or support regarding our recruitment process, we recommend that you read our full recruitment guide for applicants [here](#).