

Job Description & Person Specification – Advice Service Assistant



JOB DESCRIPTION

Post title:	Advice Service Assistant
Salary:	£12.00 per hour + holiday pay
Full/Part Time:	0 Hour
Contract term:	From July 2024
Date of Writing:	02/04/2024
Accountable to:	Emily Lovett
Accountable for:	No direct reports
Hours	0 Hours, but it's expected you will work roughly 6-10 hours per week depending on service need.
Location:	Usually located at the main Students' Union Building in the Advice Service office, with a potential for some home working based on service need. Occasional duties will be delivered across the university campus.
Eligibility:	Open to all students at the University of Manchester, graduating in Summer 2025 or later, who are eligible to work in the UK and have the relevant skills and experience.

Purpose of the Role

The Students' Union Advice Service offers independent, confidential advice to students at the University of Manchester. Our four main areas of advice are academic, finance, housing and wellbeing.

The Advice Service Assistant role will involve supporting the service by providing a first point of contact for students accessing the service. Advice Service Assistants will be responsible for booking appointments with advisors and will be trained to reply to straightforward enquiries and to signpost to other services where appropriate.

The Advice Service Assistant role will support the Team with administrative duties, creating advice resources for students and assisting with advice-based campaigns within the Union. The successful candidate will also assist with promotion of the service, such as running stalls and facilitating at events across campus when required.

Typical working day

A typical day will involve running the Advice Service reception desk, responding to enquiries and supporting the Advice team with administrative tasks. The reception desk provides an on-campus first point of contact for students.

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Principal duties

- Staffing the Advice Service reception desk and greeting students in person or over the telephone
- Signposting and answering straightforward questions from students by telephone, email and in person
- Booking appointments with Advisors
- Office based administrative tasks and record keeping using a case management system
- Supporting the Service with promotion, online information and advice-based campaigns
- Other duties as required by line manager

General duties of all staff

- To contribute to the delivery of the teams objectives as determined in the operating plans
- To provide support and assistance to the elected officers as required
- To undertake all administrative aspects associated with the individual role
- To assist in key Students' Union events throughout the year including Welcome Week & Elections
- To adhere to all Students' Union policies & procedures
- To contribute to Union projects and participate in working groups

PERSON SPECIFICATION – Advice Service Assistant

CRITERIA	Requirement	Application	Interview Day
EDUCATION			
Current University of Manchester Student	Essential	✓	
EXPERIENCE			
Experience of working or volunteering in a busy customer facing role	Essential	✓	
Experience of dealing with sensitive or difficult situations in a calm manner	Essential		✓
Experience of delivering information/advice/guidance to others	Essential		✓
KNOWLEDGE & SKILLS			

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An understanding of and an ability to uphold confidentiality	Essential	✓	
Excellent organisation, prioritisation and multi-tasking skills	Essential		✓
Excellent verbal and written communication skills	Essential		✓
Able to solve problems and use your own initiative	Essential	✓	
An understanding of some of the common issues currently effecting students in Higher Education	Desirable		
PERSONAL ATTRIBUTES			
A friendly yet professional manner, with the ability to provide empathy and support to students facing difficult circumstances	Essential		✓
VALUES AND ETHICS			
Understanding of and commitment to equality, diversity and liberation	Essential	✓	

What are our values?

We put students at the heart of our work

We believe that student experiences are a priority and that we need to help students make the most of their journey while studying at University of Manchester. We are committed to supporting our students in their education, employment and activities by integrating student opinions into our work. We will seek to empower and represent our students as we believe we know our students better than anyone else.

We provide a 'great experience' service

We believe that in order to have a lasting positive experience, we need to provide the best levels of service to students, colleagues and external stakeholders. We endeavour to provide the best support and service while promoting positivity and friendliness.

We believe in improvement/progression

We believe that to be the best we can be as a union we should be striving to develop new ideas and improve existing services to support the diverse and fast-changing needs of our students. By continually reflecting and reviewing what we do and acknowledging areas for improvement and growth we can become a sector-leading organisation. We are committed to listening to our students and our stakeholders to gain useful feedback and ideas that we can use to constantly improve every aspect of our business.

We are a community

We believe that seeking opportunities to work with students, colleagues, and external stakeholders is necessary to develop ideas and deliver activities as we recognise the passion,

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knowledge and creativity of Manchester. This is important as we look at the bigger picture – we gain multiple perspectives which leads to better planning and more inclusivity. We will try and foster communities to create a sense of belonging as we continually seek to learn from our communities.

We are open and transparent

We believe that a great union should communicate openly and provide a clear reasoning in its decision making in order to earn the trust from students, staff and stakeholders. We must maintain active communication with students, making sure that they are a part of our decision-making process and being transparent about both our successes and failures. We need to deliver on the outcomes of our democratic processes, never diverting from the truth or creating false narratives. Job Description & Person Specification

We are inclusive

We believe that our work and priorities should reflect the whole of the diverse community we serve in way that recognises and celebrates our differences. To do this we are seeking to include a diverse range of voices, beliefs and values in all of our work. We will identify the barriers and structures in place that are limiting students, staff and stakeholders; seek to bring these barriers down; and examine our role in creating them.

Liberation. Equality, Diversity & Inclusion Statement

What is Liberation, equality, Diversity & Inclusion at the Students' Union?

The purpose of the Students Union is to ensure that we are supporting and advocating for the 40,000 students of the University of Manchester.

We aim to ensure that the Students' Union is a welcoming and accessible space where all of our students are treated with dignity and respect. We do this by ensuring that we are consciously removing barriers to students' participating in our many activities. As such it is an essential part of all of our staff team's roles to be conscious of the kind of barriers encountered by different groups and to proactively take steps to remove them from all activity.

<https://peopleandplanet.org/system/files/resources/Collective%20Liberation%20Guide%20for%20upload.pdf>

Who & how does this role support?

This role supports the students of the University of Manchester. There are around 40,000 students and around a third of the student body are international students.

The Advice Service acts as a first point of contact for student issues and concerns and so the support offered to the students varies on a case by case basis.

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We will work with individual students to provide our service in the most accessible way for them. We want our service to be accessible to all who need to use it. We understand there may be times when we need to change the way we do things so that a student can use our service. We encourage students to contact us if they think we can help by making some adjustments.

How does liberation impact on this role?

This role supports students with a range of needs, as such it is important that there is strong understanding of the issues and concerns different student demographics may face.

At times advice required by students may be specifically in relation to equality related legislation or University policy and procedure, particularly where students feel that there may be a breach of the Dignity at Work and Study policies.