

Role Profile

Role title:	Advice Service Assistant
Salary:	£13.45 per hour + holiday pay
Full/Part Time:	Part-Time
Contract term:	Zero Hours, Fixed-Term until 31 st July 2027
Accountable to:	Lili Ward
Hours:	6 – 10 hours per week depending on service need
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 current student at UoM graduating in 2027 or later.
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 48,000 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 to 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 independent, confidential advice to students at the University of Manchester. Our four main areas of advice are academic, finance, housing, and wellbeing. We put students at the heart of what we do by ensuring they receive timely, relevant, and supportive guidance tailored to their individual needs.

The Advice Service Assistant (ASA) plays a vital role in delivering a great experience for all students engaging with our service. They act as a friendly, welcoming first point of contact - responding to enquiries in person, over the phone, and via email. ASAs are trained to a foundational level across all areas of advice, enabling them to handle straightforward queries with confidence, provide accurate information, and signpost students to appropriate services. They also know when to escalate matters to Advisors by guiding students through the contact form process.

Our ASAs contribute to a culture of continuous improvement and progression by maintaining excellent standards of casework, respecting GDPR and confidentiality requirements, and assisting with service monitoring through accurate record-keeping (e.g. logging drop-in interactions or closing cases). Their administrative and promotional efforts, such as supporting events and running information stalls, help raise awareness and access to the service.

As part of a community, ASAs work closely with colleagues and students alike, ensuring our services are inclusive, welcoming, and accessible to all. We are committed to being open and transparent in our communication, processes, and practices - values which the ASA is expected to uphold in their daily work.

Key Result Areas

- 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
- Office based administrative tasks, stock-taking and record keeping using a case management system
- Supporting the Service with promotion, online information and advice-based campaigns
- To contribute to the delivery of the team's objectives as determined in the operating plans
- To provide support and assistance to the elected officers as required

- 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
- Other duties as required by line manager

Responsible for
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
Office-based administrative tasks and record keeping using a case management system
To undertake all administrative aspects associated with the individual role
Supporting the Service with promotion, online information and advice-based campaigns
To adhere to all Students' Union policies & procedures
Contributor to
To contribute to the delivery of the team's objectives as determined in the operating plans
To provide support and assistance to the elected officers as required
To assist in key Students' Union events throughout the year including Welcome Week & Elections
To contribute to Union projects and participate in working groups
Other duties as required by line manager
Career Development
Report writing
Marketing content development
Event planning & attendance
Written & verbal communication skills

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				
*Current University of Manchester Student	✓			

Skills				
*Excellent organisation, prioritisation and multi-tasking skills			✓	
*Excellent verbal and written communication skills				✓
*Able to solve problems and use your own initiative			✓	
*An understanding of and an ability to uphold confidentiality	✓			
An understanding of some of the common issues currently effecting students in Higher Education	✓	✓		
Experience				
Experience of working or volunteering in a busy customer facing role	✓			
Experience of dealing with sensitive or difficult situations in a calm manner		✓	✓	
Experience of delivering information/advice/guidance to others		✓		
Personal Attributes				
*A friendly yet professional manner, with the ability to provide empathy and support to students facing difficult circumstances				✓
Values & Behaviours				
Align with the SU's values and behaviours both personally and professionally				✓
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				✓
Collaborative – great at working collaboratively with team members, seeks ways to ensure all voices are heard, works with colleagues to problem solve				✓
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				✓

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.

- **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.
 - You'll gain experience in Reception Front-Desk work, Office Management, stocktaking, marketing campaigns, data reporting, HR processes
- **Independent and formal learning:**
 - If you prefer independent learning, we provide resources such as guides, e-learning, and access to professional reading materials via staffsavvy.

Working Arrangements

The Advice team is based in the Advice Service on the first floor of the SU main building.

- **Flexibility/Remote Working**
 - This role is fully on-site due to the nature of the work. Shifts will typically be scheduled 2 weeks in advance.
- **Hours/ Patterns of Work**
 - Shifts are offered Monday – Friday, 10-1pm and 1-4pm

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 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.

You can find more information about our recruitment process on [our website](#).