

Role Profile

Role title:	Advice Service Manager
Salary:	£30,450 - £33,600 (a cost of living award will be added from August)
Full/Part Time:	Full-Time
Contract term:	Permanent
Accountable to:	Head of Advice
Accountable for:	Senior Advisors
Hours:	35 Hours per Week. The Advice Service core hours are weekdays, 10am to 4pm and 12pm to 6pm on Thursdays. Occasional evening and weekend working is required. We are open to considering flexible working requests.
Location:	Usually located at the main Students' Union Building / with an option to work some hours remotely. There is normally a requirement for office-based working at least 3 days per week to ensure service needs are met. Up to 5 days a week office working may be required during busy periods, to cover short staffing, or dependent on business need. Occasional duties being delivered across the University campus or in the community.
Eligibility:	Open to applicants with relevant skills and experience who are eligible to work in the UK.
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 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 Advice Service Manager is there lead in the day to day running of the Students' Union Advice Service and grow and develop your team. The role is key in delivering on our strategic theme that students feel well supported through ensuring they have access to a thriving and sustainable Advice Service that offers high quality advice.

Currently the Service is going through a transformation, which you can read more about in the Advice Service Overview. The Advice Service Manager role will play a crucial part in this by supporting internal staff to progress into the roles available in our new structure where responsibility for management of the Service will be shared by the Advice Service Manager and Senior Advisors.

However, the Advice Service Manager will lead in this area, especially during the transition. You will maintain overall oversight for the day to day running of the service and line manage the Senior Advisors. You will coach the Senior Advisors to deliver on their shared management responsibilities and their casework duties. You will lead on their training and development so that as a team we achieve the transformation plan. Your role will be to support the Senior Advisors to deliver their roles independently and with minimal supervision.

You will also support the progression and improvement of the service by leading on our quality assurance process. For the Advice Service Manager role this currently looks like completing monthly file reviews for the Advisors. Our Senior Advisor completes file review for our student staff and intern. The current process involves checking a sample of cases. The process looks at whether staff have followed our policies and procedures on case recording and management and that the correct advice was given. Results are then fed back to staff in writing following by a meeting to discuss.

Another area in which you'll contribute to the strategic theme that students feel well supported is by maintaining and building strong relationships with our stakeholders. These include colleagues and services within the Union and our Officer team, the University and externally. Strong relationships will mean we have effective signposting and referral pathways, opportunities for new collaborative work and networks to influence wider positive change for students. Success here will ensure the Advice Service is part of a community and students have access to this as well.

Though a large part of this role focuses on management, you will also be required to take on a caseload. Students feeling well supported means they have access to an Advice Service that responds in a timely manner. As a Service our long term aim is to achieve a 2 working day response time to enquiries. During this period of transition and change we are advertising a response time of 2-5 working days. You will need to take on a proportion of the caseload for the Service to achieve these goals. Here you will be contributing to our value that we provide a great experience service.

Key Result Areas

Responsible for	Contributor to
Leading on management of the Advice Service and operational decisions, monitoring demand and capacity, leading on prioritising casework, allocating complex cases to advisors, and coaching them through these, supporting the advisors with casework consultancy and being available to support with safeguarding.	The management of the Advice Service, making day to day decisions on case management and operational activity with minimal supervision, developing specialisms, and continuously reviewing and implementing improvements in service policy, process, systems, and operation.
Holding senior technical expertise across our service offer. Developing and maintaining an excellent working knowledge, taking a proactive approach to continuing professional development, and embedding best practice across service delivery.	Maintaining advertised service response times by independently managing a varied and complex caseload to a high standard in line with service policy and procedure. Providing consistently high-quality advice across the service offer, effectively prioritising enquiries ensuring a proactive approach to urgent, complex, difficult, and older enquiries, with minimal supervision.
Line managing your direct reports, holding monthly one to ones, regularly monitoring quality of advice, giving day to day feedback, setting objectives, priorities, and performance standards, and holding staff accountable to these and providing regular constructive performance feedback.	Develop and maintain relationships within the Students' Union, University and externally, to create effective signposting and referral pathways, seek new collaborative work and opportunities and using these networks to influence wider positive change for students. This includes developing strong relationships with the officers, bringing their ideas into our work and finding ways to collaborate to bring about positive change for students.
Leading on training and development for your staff. Ensuring their training and development needs are met and establishing a training plan / pathway for Senior Advisors.	Actively role modelling the Union behaviours embedding these across service operation particularly reviewing working practices through an accessible first lens, factoring diverse voices

	into decision making and actively seeking ways to ensure the service is inclusive for all.
	Embedding a stepped approach to student support and wellbeing (early intervention, self-help and peer to peer support) within the Service.

Organisational Stewardship & Leadership Responsibilities

- You'll contribute to departmental planning processes and hold teams accountable for performance against key goals and indicators.
- You'll understand key risks for area of work and ensure risk assessments are conducted against relevant activities.
- You'll assist and support staff in assisting in key students' union events & activities throughout the year including Welcome week, elections and supporting the officers in delivering their plans.
- You'll lead teams acting as an exemplar of the Union behaviours ensuring all staff are given appropriate support in line with the Union management framework and teams are consistently held accountable for delivering against expected performance standards (both role performance and behaviours).
- You'll ensure that teams activities are delivered in line with budget envelope and ensure any risks to financial targets are highlighted. Contribute to the forecasting & budgeting exercises in line with the organisational framework.
- You'll hold good working knowledge of policy and procedure as it relates to the team's function, ensure that the team is knowledgeable in the policy and procedure that affects them and provide guidance to staff on application of the policy framework.
- You'll proactively contribute to maintaining the communal spaces and ensuring whole team share responsibility for managing team stores and keeping areas clean and tidy.

Person Specification

Criteria	Assessed at:			
	Application Form	Interview	Interview Task	All
Education				
We accept candidates from any educational background.				
Skills				
Communication – can analyse and understand complex information and communicate this in a clear and simplified way, tailoring to the recipient.	✓			
Networking – great at building new positive working relationships as well as retaining current ones with internal and external stakeholders.		✓		
Organisation – great at planning ahead, managing your time, prioritising workload for yourself and others, and completing admin duties like emailing, keeping your calendar up to date, following process and procedure.		✓		
Growth mindset – willingness to constantly improve, proactive approach to continuing professional development and training, stays up to date with best practise and legislation changes, look for ways to improve processes and services		✓		
Experience/Knowledge				
Experience of giving advice and/or undertaking casework in an advice giving or similar environment in paid or voluntary settings.	✓		✓	
Expert knowledge - detailed, current knowledge of at least 2 areas from where you've given advice previously. Examples include: academic advice, housing, student finance, money advice, benefit entitlement, consumer rights, employment, general wellbeing advice and support (training will be given in areas		✓		

where there is little or no experience or knowledge)				
Crisis management and safeguarding – has knowledge and experience of safeguarding and supporting individuals in crisis or who are additionally vulnerable and can apply these principles in practice to safeguard service users.	✓			
Leadership – experience of managing or leading teams or groups with at least three members in paid or voluntary settings and knowledge of developing people, motivating and inspiring a team, coaching, confident in setting goals/objectives, holding a team to account, enabling a team to work autonomously, creating psychological safety within team, building trust, supporting team wellbeing, setting boundaries.	✓	✓		
Risk management – great at assessing risk, able to consider how to mitigate risks independently, confident in making decisions based on risk assessments.			✓	
Personal Attributes				
Independent / problem solver – great at working with autonomy, using initiative, thinking outside the box and not afraid to try new ideas.	✓		✓	
Communication – displays radical candour through giving and receiving feedback, uses data and knowledge to provide rationale for decision making, conveys information to different audiences effectively.		✓		
Accountable – takes ownership over own areas of work, able to own mistakes and resolve accordingly, confident to hold others to account.		✓		
Adaptive – great at managing change, flexible to differing team members needs/ways of working, confident at managing/taking on busy periods.			✓	

Values & Behaviours				
Aligns with the SU's values and behaviours both personally and professionally and can embed them into your work.				✓

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](#).