

Role Profile

Role title:	Advice Office Administrator
Salary:	£26,640 - £29,820
Full/Part Time:	Full-Time
Contract term:	Permanent
Accountable to:	Head of Advice (currently on maternity leave, interim manager is Associate Director of Student Engagement)
Accountable for:	N/A
Hours:	35 Hours per Week (Core hours 10am – 4pm Monday to Friday)
Location:	University of Manchester (UoM) Main Students' Union Building
Eligibility:	Open to applicants with relevant skills and experience who are eligible to work in the UK at the start of employment
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 University of Manchester Students' Union Advice Service delivers essential support to students, helping them navigate academic, financial, and personal challenges while providing exceptional service and achieving a positive impact on student wellbeing and success. The advice service is currently made up of 6 permanent staff and 4 studying staff members. Our Advice Office Administrator will be an integral part to the team giving an informed, timely and initial information to the UoM students as the first point of contact. This role contributes to UoM Students' Union's strategic goal to support student wellbeing.

The role of Advice Office Administrator will support the Advice Team by managing initial student enquiries, developing effective internal team processes, managing documentation, providing administrative support, and preparing regular reports to track service delivery outcomes. The role will ensure the effective and efficient administration of the student support process, consistently achieving high-quality outcomes for students and meeting the objectives of various initiatives designed to enhance the student experience.

You will be comfortable engaging with students in-person and online, passionate about making a difference, and confident working independently in a focused environment. As a self-motivated individual, you will excel at managing competing priorities through effective and efficient work practices. With strong attention to detail, you will work independently with minimal day-to-day supervision but know when to seek support.

With excellent interpersonal skills, you will build and maintain positive relationships with students and other stakeholders, contributing directly to the successful delivery and expansion of services. Given the nature of the work, you will need a good understanding of safeguarding and the ability to handle sensitive information securely; additional training will be provided.

This role is based fully in the office and requires your presence on-site during working hours. There is currently no line management responsibility, but there is a potential of student-staff line management that may develop into the role, with appropriate training.

Key Result Areas

Responsible for	Contributor to
<p>Reception</p> <ul style="list-style-type: none"> You will greet students and address enquiries, directing them to appropriate staff or signposting them to the relevant services if the Advice Centre is not able to assist them. You will answer phone calls, direct them as needed, and take messages. You will monitor and respond to low-level signposting and internal emails, escalating where necessary. You will follow appropriate safeguarding procedures in line with our policy. You will work with the team to ensure all enquiries receive a response within 2 working days. 	<p>Project Management</p> <ul style="list-style-type: none"> You will assist the team with administrative tasks for ongoing projects and track deadlines. This may involve helping with staff recruitment and inductions.
<p>Administrative support to the Advice team</p> <ul style="list-style-type: none"> You will maintain and update the team office rota, always ensuring adequate coverage You will schedule and organise team meetings, including agendas and notes. You will manage and organise internal files and folders to ensure relevancy, easy access, and appropriate documentation. You will collect and analyse appropriate feedback and service data. You will update and manage records, ensuring secure handling of sensitive data. 	<p>Communication</p> <ul style="list-style-type: none"> You will assist with drafting communications including website updates and social media. You will coordinate content for internal and external communications.
<p>Relationships</p> <ul style="list-style-type: none"> You will act as the first point of contact for external partnerships and manage contact lists. 	<p>Event Organisation</p> <ul style="list-style-type: none"> You will support the planning and execution of internal and external events.
<p>Office supplies</p> <ul style="list-style-type: none"> You will monitor office supplies; process purchases and invoices. You will manage and maintain promotional materials and reception displays. 	<p>Policies and procedures</p> <ul style="list-style-type: none"> You will contribute to the creation and updating of policies to support the operating of the service when appropriate

Organisational Stewardship & Leadership Responsibilities

- You will contribute to team planning days and delivery of team goals and objectives
- You will be able to conduct risk assessments for area of work and have a good knowledge of risk mitigating activities for day-to-day activities
- You will perform role in line with Union financial framework ensuring all financial paperwork is passed to the finance team, contributing to budgeting, and forecasting for aspects of the departmental budget
- You will hold expert knowledge of policy and procedure as it relates to the role being delivered and is able to independently apply the framework for the majority of day-to-day matters

Person Specification

Criteria	Assessed at:			
	Application Form	Interview	Interview Task	All
Education				
We accept candidates from any educational background.				
Skills				
Written and verbal communication skills				✓
Excellent customer service skills		✓		
Attention to detail			✓	
IT proficiency e.g. MS Office	✓		✓	
Understanding of confidentiality, and the ability to ensure this is maintained		✓		
Awareness of safeguarding		✓		
Stakeholder management	✓			
Personal Attributes				
Strong team player				✓
Ability to multitask & prioritise	✓		✓	
Ability to problem solve	✓			
Active and empathic listener		✓		
Commitment to equality, diversity, and inclusion		✓		
Commitment to continuous professional development		✓		
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				✓

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](#).