 

**JOB DESCRIPTION**

**ADVICE MANAGER**

**Accountable to:** Head of Policy & Advocacy

**Responsible for:**  Student Advisers (x4) and occasional student staff

**Hours:** 37 hours per week

**Location:** Central London (between LSE SU and Arts SU)

**Salary:** £30,630

**JOB PURPOSE**

1. Manage the Advice Team
2. Responsible for the Advice Team and its delivery of key services, for the department’s operational planning, and its key involvement in delivering the Union’s strategic aims
3. Contribute to policy work and provide departmental support for officers as required

**KEY RESPONSIBILITIES**

1. **Manage the Advice Team**

* Arrange, conduct and keep records of management meetings with members of the Advice Team – including performance reviews, appraisals, and investigations
* Manage the learning and development of the Advice Team, including ensuring that the team understand recent legislation and both institutions’ regulations
* Arrange, chair and keep any appropriate records of staff meetings within the Advice Team
* Manage the Advice Team’s attendance at relevant events and conferences

1. **Responsible for the team’s delivery of key services, for the department’s operational planning, and key involvement in the Membership Directorate’s strategic plan**

* Responsible for the delivery of the Advice Service (at both LSE & Arts)
* Manage the Advice Team’s budgets
* Manage and update regulations and procedures relating to the Advice Service
* Contribute to the delivery of projects/campaigns in areas including academic issues, housing, discrimination matters, health and student finance
* Responsible for the delivery of reports and data in relation to the Advice Service
* Manage the operational planning process for the Advice Service
* Manage data and data systems within the Advice Service
* Key involvement in the Union’s strategic plan including putting forward evidence based ideas for improvements and new projects/services within the Advice Service
* Liaise with Union staff, University staff and other relevant external parties on issues relating to the Advice Service

1. **Contribute to policy work and provide departmental support for officers as required**

* Advisory and operational support for the Community & Welfare Officer (LSE), the Education Officers (Arts & LSE), and the Welfare Officer (Arts) on matters relating to the Advice Service (including academic regulations)
* Support officers’ attendance at University Committee meetings by attending with or on behalf of them, and contributing to the production of papers and reports as necessary
* Contribute to the delivery of primary and secondary research papers and briefings in areas including academic issues, housing, discrimination matters, health and student finance
* Responsible for work undertaken by Advice Team staff with student officers, and part-time student staff

**GENERAL DUTIES**

**In addition, all staff have the following general duties laid out in their job descriptions:**

* To deliver and develop targets outlined in the Union’s strategic plan.
* To contribute and assist in the Union’s planning processes and the review of its performance and systems.
* Contribute to the positive and professional image of the Union and not act in such a manner as to bring the Union into disrepute.
* To observe and uphold the requirements of the Union Constitution and act at all times in accordance with policies including equality of opportunity.
* To undertake your own typing, filing, photocopying etc.
* Undertake any other duties appropriate for the grade and responsibilities of the post that may from time to time be reasonably requested.
* To take ownership of, their Induction, Personal Review Programme, Departmental Staff Meetings and be responsible for carrying out duties with full regard to the rules, policies and procedures and conditions of service contained in the Staff Handbook, and within Departments of the Students’ Union.
* A condition of employment is that all staff are expected to assist in key events throughout the year e.g. Freshers and welcome festivals and any other key event, including elections, if necessary.
* Staff are expected to portray a positive image, both internally and externally of the Students’ Union by displaying high standards of service, integrity, punctuality, politeness and professionalism.
* Where you are required to work with volunteers you must support and manage them appropriately in line with the Students’ Union volunteer policy
* Environmental consideration and environmental best practice is the responsibility of all Students’ Union staff

Any other tasks that would be deemed suitable within this role as directed by line manager

**PERSON SPECIFICATION**

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| **CRITERIA** | **Application** | **Interview**  **Day** |
| **QUALIFICATIONS** |  |  |
| Good general education, typically to the Higher/A level equivalent | **√** |  |
| **EXPERIENCE** |  |  |
| Minimum of 2 years experience managing or delivering advice, welfare services, or support services to users | **√** | **√** |
| Demonstrable experience of working effectively on own initiative |  | **√** |
| Experience of managing projects and budgets | **√** |  |
| Experience of supervising advice staff | **√** | **√** |
| **KNOWLEDGE** |  |  |
| Working knowledge of current issues and themes in student support and academic advice | **√** | **√** |
| Understanding of equality and diversity and the relevance to students’ experience |  | **√** |
| Understanding of student issues in one or more of the following areas: housing, employment, academic misconduct, extenuating circumstances, academic appeals and complaints | **√** | **√** |
| Working knowledge of reporting by collecting and analysing quantitative and qualitative data | **√** | **√** |
| **ATTRIBUTES/SKILLS** |  |  |
| The ability to work effectively in a team | √ | √ |
| The ability to quickly understand regulations and new legislation | **√** | **√** |
| The ability to be creative and innovative in promoting a range of services/activities to a wide and diverse audience. | √ | √ |
| Exceptional Interpersonal and Communication Skills (Written and Oral). | √ | √ |
| Calm disposition especially under pressure. |  | √ |
| Able to create and maintain strong working relationships. |  | √ |
| Able to overcome hurdles and problems in a constructive manner. |  | √ |
| Able to understand working with a complex external organisation. |  | √ |
| Self motivated and self reliant, with a positive manner | √ | √ |
| IT competent with a working understanding of Microsoft Office and systems used to monitor casework | √ | √ |
| **VALUES AND ETHICS** |  |  |
| Desire to work within a democratic student led environment. |  | √ |
| Understanding and commitment to equal opportunities. |  | √ |
| Desire to work within organisation servicing a culturally diverse membership. |  | √ |
| Committed, positive, outgoing and approachable. | √ | √ |
| Demonstrably high standards of personal integrity. |  | √ |
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This is a guide and candidates will be shortlisted on the basis of how many of the criteria they meet.