

# Advice Team Manager

## Role Description and Person Requirements

<b>Department:</b>	Student Advice Centre
<b>Location:</b>	Stoke on Trent (but may be required to work at our other sites from time to time)
<b>Reporting to:</b>	Deputy Chief Executive (Services)
<b>Responsible for:</b>	Student Advisers, Union Team Members

## About the Role

The vision of Staffordshire University Students' Union is that every student will be Proud to be a part of Staffs. Staffordshire University Students will regularly need support of their Union in providing confidential, impartial, non-judgmental advice on a range of academic, housing and money issues.

To deliver an effective advice service that meets the needs of our members ensuring we communicate a positive image to promote the service.

### To work with the Deputy Chief Executive (Services):

1. To ensure the provision of high quality advocacy, advice and information on a range of academic related matters, academic appeals, housing and money management.
2. To assist the Deputy Chief Executive Services in the development of creative and innovative strategies to drive increased engagement, impact and development of the advice service.
3. To ensure the production of accessible materials and campaigns to ensure effective communication of the advice service and toolkits to our diverse student body.
4. To set and manage budgets for Advice and Information ensuring that expenditure and income is managed accordingly.
5. To ensure that the Advice and Information service has the relevant operating procedures and standards in place and that these are being delivered on time and to a high standard.
6. To undertake relevant research to develop information sources that will be of benefit to Advisers, individual students and that will assist with social policy work/campaigning.
7. To develop appropriate feedback systems to ensure that the Advice service meets the needs of our diverse stakeholder groups and achieves this to a high standard.

8. To develop, monitor and maintain robust and effective recording systems and to ensure all relevant materials are archived appropriately to ensure a clear audit trail is maintained and that this is in line with all relevant legislation and internal practice.
9. To ensure adequate health & safety procedures, are in place for the Advice service and that these are in line with both good practice and all relevant legislation and that adequate insurance cover is in place.
10. To identify alternative sources of income and where appropriate prepare bids for additional funding for both the Union and its members.
11. To undertake caseload including face to face advice work and academic representation, to support the delivery of our service to students.

#### **People Management responsibilities:-**

1. Lead and inspire Union staff to be proactive and encourage a culture of learning, development and change to meet the needs of the student membership and the Union
2. To provide appropriate staff supervision, support & development opportunities including conducting performance development reviews to ensure the advice and information team are able to carry out the necessary tasks effectively.
3. To take responsibility for ensuring the relevant peer support is in place for the Advisers, supporting and guiding their work where needed.
4. To co-ordinate the identification of staff training needs, ensuring an effective training strategy is in place and appropriate in-house and external training provision is implemented within your staff teams.
5. To be responsible for the management and development of Union Team members for the Union delivering orientation, inductions and training to ensure understanding of Advice.
6. To ensure Advice services offers volunteer opportunities to enhance student growth and development providing our students with the competitive edge.
7. To empower the team to deliver on the key performance targets of the relevant areas.

#### **Strategic and relationship management responsibilities:-**

1. To establish and maintain good working relationships with key University staff, external stakeholders and other bodies to meet the needs of our students and the wider Union.

2. To represent the Union at internal strategic meetings where appropriate to ensure Union representation.
3. To take an active role within the Union's leadership team, ensuring key performance indicators are reported on and delivered within the targets set for your areas.
4. To work with the elected officers to support the development and implementation of key campaigns to support our proactive approach to Advice.
5. To develop, implement and ensure deliver of the Advice and Information operating plans in line with the Union Strategic Plan.
6. To keep abreast of developments in the Higher Education sector and within the University to keep us up to date and robust.

## General Expectations

Whilst working in this role, you will also:

- Keep yourself and others safe by maintaining high standards of Health and Safety and adhering to other relevant law and regulations;
- Maintain the highest standards of Confidentiality and Data Security, in accordance with the General Data Protection Regulations 2018;
- Comply with the policies, procedures and protocols in place within the Students' Union. These are available from the Employability and HR department or from the Staff Intranet;
- Contribute to the delivery of the annual Student Welcome activities to support the Students' Union in delivering a high-quality experience for returning and new students;
- Bring the vision of the Students' Union to life by making every customer, student and guest Proud to be Staffs;
- Be committed to the environmental and ethical values of the Students' Union;
- Undertake any other task as deemed appropriate by your Line Manager.

Please note that this job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post-holder.

## Person Requirements

### Qualifications, Training and Experience

Criteria	
Educated to degree level or equivalent	Essential
2 yrs experience in advice work (ideally within HE but not essential)	Essential
Previous experience of managing a case load	Essential
Previous experience of managing a team of staff	Essential
Previous experience of budget planning and management	Essential

### Skills, Knowledge and Abilities

Criteria	Essential or Desirable
Knowledge of key issues affecting students and Higher Education	Essential
Knowledge of the role of Student Unions and elected officers	Desirable
Ability to demonstrate an in-depth understanding of advice and money management	Essential
Computer literacy (word, excel, access and e-mail management)	Essential
Ability to communicate effectively with people at all levels	Essential
Able to represent the Union to staff and external contacts in a professional manner	Essential
Ability to prioritise workload and work in a systematic way	Essential
Able to overcome challenges in a constructive manner, using own initiative	Essential
Able to demonstrate strong personal organisational skills	Essential

### Personal Attributes

Criteria	Essential or Desirable
Self-motivated and self-reliant	Essential

Flexible and adaptable	Essential
Team Player, supportive and cooperative	Essential
Proactive	Essential
Tactful and diplomatic	Essential
Demonstrates high standards of integrity	Essential
Hold a full UK driving licence and has own transport	Desirable