



London Met Students' Union

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| <b>Job Title:</b>  | <b>The Advice Service Coordinator</b>  |
| <b>Effective Date:</b>   | 1st September 2022   |
| <b>Salary:</b>   | £25,673 - £27,526 per annum pro rata (includes London weighting)                       |
| <b>Hours of work:</b>  | Full-time (35 hours per week)  |
| <b>Report To:</b>  | Advice Service Manager   |
| <b>Responsible For:</b>  | Provision of professional and independent advice, information and guidance to students |
| <b>Direct Reports</b>  | None   |
| <b>Job Purpose:</b> <ul style="list-style-type: none"><li>• To deliver a high quality professional advice service to students at London Metropolitan University</li><li>• To provide independent, confidential and impartial advice and representation that has a positive impact on the experience of students</li><li>• To ensure the advice service operates in line with best practice and that students and elected officers are well-informed on the issues affecting students</li><li>• To support the Advice Service Manager in identifying and reporting on issues affecting the wider student body, providing evidence-based support for the Students' Union's representative work</li></ul> |  |

## **Main Duties and Responsibilities:**

### **Service Development**

- Ensure up to date knowledge of legislation, policy and best practice in the advice sector to ensure that the service is relevant and all advice is accurate and appropriate
- Ensure that all aspects of the advice service are accessible and inclusive so that all students are able to access and use the service regardless of their circumstances
- Support the Advice Service Manager in developing and improving the advice service, ensuring that developments are responsive to feedback from service users and in line with the strategic aims and priorities of LondonMet SU
- Work with colleagues across the University to promote good practice and support the delivery of academic representation in order to reduce academic misconduct, improve the student experience and increase student retention
- Assist with the promotion of the advice service throughout the University and externally

### **Individual advice and representation**

- Maintain a triage system that ensures members receive the right support at the right time and in the right format
- Conduct meetings with students and answer e-mail and telephone enquiries
- Accompany and represent students at hearings and meetings where required
- Signpost or refer students to alternative support and services where appropriate, including both University and non-University specialist services
- Manage own caseload, prioritising time and workload accordingly, ensuring accurate, relevant and confidential records are produced in a timely manner and maintained via the casework management system
- Maintain and develop resources and tools that inform and advise students on the issues that are likely to impact on their welfare and education whilst studying at London Metropolitan University
- Provide support to elected officers, student representatives and student-facing staff to enable them to signpost students appropriately
- Follow the policies, procedures and practices of the University and Students' Union and relevant legislation in order to ensure the accurate provision of advice
- Support the Advice Service Manager to record outcomes and impact, collecting and collating data and case studies to demonstrate the effectiveness and impact of the Students' Union's activities
- Acting at all times in a professional manner
- Demonstrating excellent attendance and punctuality
- Support students to prepare appeals, complaints and statements in relation to University procedures, advising on appropriate evidence and providing feedback on drafts' to the duties

### **Collective representation**

- Support the Advice Service Manager to identify, monitor, analyse and report on trends across the issues facing our students to ensure the advice service is well integrated with student voice and informs our evidence-based representative work
- Work with the Advice Service Manager and other colleagues within the Students' Union to ensure elected officers are well-informed on the issues affecting students, including the delivery of briefings, to ensure that they are briefed, prepared and feel empowered to discuss issues facing students within the University and externally
- Work with elected officers to ensure that students remain up-to-date and informed on University policies, procedures and regulations to reduce academic misconduct, improve student experience and increase retention
- Work together with the Student Voice Coordinator (Democracy and Representation) to support elected officers and Student Reps with their representative work
- Support other representative projects and initiatives as directed by the Director of Membership

**Stakeholder relationships**

- Develop and maintain relationships with colleagues throughout the Students' Union, University and other advice providers
- Work with relevant Students' Union and University departments to ensure elected officers, student-facing staff and student staff signpost to the service appropriately and correctly

**Finance and Compliance**

- Ensure advice and representation activity is within agreed budgets and contribute to budget planning
- Adhere to all policies and procedures, and ensure all advice is fully compliant with Students' Union and relevant University policy and with legislation, including the Education Act, GDPR and health and safety

**Miscellaneous/ Other Duties:**

- Work across all sites and the estate
- Promote the Students' Union in a positive manner
- Attend meetings and training events as necessary to enhance the role and the impact of the service to students
- Undertake training and develop specialist knowledge in appropriate areas
- Comply with and promote the environmental and sustainability policies and practices within the Students' Union
- Have a flexible approach to duties and work and, in particular, adopt an excellent teamwork style with all colleagues and activities. This may involve undertaking duties in support of the activities and services of other areas of the Students' Union
- Undertake other duties of a reasonable nature, as may be determined by the postholder's line manager from time to time, in consultation with the postholder.
- Carry out all duties in accordance with the Students' Union policies designed to protect members of staff or students from harassment. It is the duty of the postholder not to act in a prejudicial or discriminatory manner towards staff, students, visitors or members of the public. The postholder should also counteract such practice or behaviour by challenging or reporting it.
- Take reasonable care of health and safety of self, other people and resources whilst at work to comply with the Students' Union and University Health and Safety Policies, Codes of Practice and local arrangements.
- Cooperate with the line manager or any other person with specific responsibility for health and safety, to enable the Students' Union's and University's responsibilities under the Health and Safety at Work Act to be performed.
- Demonstrate a commitment to working in a democratic environment.

**Review Clause:**

This is a description of the job as it is presently constituted. It is the SU's practice to periodically examine job descriptions and to update them to ensure that they accurately reflect the job that is required to be performed, or to incorporate proposed reasonable changes. This procedure is conducted jointly by each manager in consultation with the individual whose job description is being reviewed. All staff are expected to participate fully in such discussions. When a manager seeks to amend or vary the job description it will seek to do so with the agreement of the employee, giving consideration to any representations s/he may wish to make. Where agreement is not possible, the manager will confirm the changes to the job description to the employee in writing, together with the date on which the changes will take effect. The manager will provide an explanation as to why any representations have been unsuccessful, by whatever means is appropriate. Where changes are made to a job description, consideration will be given to whether the post should be subject to re-evaluation depending on the extent and scope of the changes.

## Person Specification

| Attributes                                | Relevant Criteria  | How Identified                     | Rank          |
|---|--|------------------------------------|---------------|
| <b>1. Relevant Experience</b>             | Communicating with a diverse range of people, both individuals and groups                        | Application Form, Interview & Task | E (Essential) |
|   | Graduating student or recent graduate (within the last 2 years)                                  |                                    | E             |
|   | Graduating student or recent graduate of London Metropolitan University                          |                                    | D (Desirable) |
|   | Experience of working with difficult or sensitive situations in a calm and professional way      |                                    | D             |
|   | Experience of working in an advice-giving role   |                                    | D             |
| <b>2. Education and Training</b>          | Evidence of ongoing CPD  | Application Form                   | D             |
| <b>3. General &amp; Special Knowledge</b> | Knowledge of the importance of keeping relevant, appropriate and confidential case records       | Application Form Interview & Task  | E             |
|   | Passionate about ensuring the provision of advice to students at London Met                      |                                    | E             |
|   | Knowledge of issues affecting students in higher education                                       |                                    | E             |
|   | Knowledge of trends and best practice in the advice sector                                       |                                    | D             |
|   | An understanding of the student movement and higher education sector                             |                                    | D             |
| <b>4. Skills &amp; Abilities</b>          | Ability to respond positively to challenging situations and solve problems                       | Application Form and Interview     | E             |
|   | Demonstrate commitment to tasks set by the Advice Manager  |                                    | E             |
|   | Ability to keep up to date with changing policy, procedures, trends and best practice approaches |                                    | E             |
|   | Able to demonstrate a commitment to improving the Advice Service,                                |                                    | E             |

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|  | going the extra mile for both the service provided and students  |  |   |
|  | Have an understanding and appreciation of diversity, showing a commitment to promoting inclusivity   |  | E |
|  | Excellent attention to detail and the ability to follow instructions   |  | E |
|  | Able to demonstrate excellent professionalism and consistency  |  | E |
|  | Able to multitask, be flexible, stick to tight deadlines, whilst adjusting to last minute requests   |  | E |
|  | Ability to use own initiative, as well as being an excellent team player   |  | E |
|  | Excellent interpersonal skills and the ability to communicate effectively in a variety of ways and situations, including high quality writing skills |  | E |
|  | Ability to work and collaborate with a wide range of stakeholders at various levels and adapt tone and content to diverse audiences                  |  | E |
|  | Excellent time management skills including the ability to prioritise and manage a large caseload   |  | E |

In order to be shortlisted you **must** demonstrate that you meet **all** the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications (long list) which meet all of the essential criteria, we will then use the desirable criteria to produce a short list.