



London Metropolitan University
Students' Union

Job Title:	Advocacy and Casework Coordinator (Temporary Fixed-Term)		
Post Reference No:	LMSUACC-Aug19	Effective Revised:	August 2019
Salary:	£24,725 Pro-Rata (including London Weighting)		
Report To:	Chief Executive		
Responsible For:	Student Staff / Volunteers	Direct Reports:	N/A
Job Purpose: The potholder will ensure specialist support is available to students, providing relevant independent support on University procedures and regulations. They will ensure training is available to the wider SU team so they can provide basic advice and signposting to students. The post holder will also work with colleagues across the university to promote good practice in academic matters and work with officers and SU staff on academic campaigns with the aim of reducing incidences of academic misconduct and complaints and improving the student experience.			
Key Areas: <ul style="list-style-type: none">• Provision of timely advice, information and guidance to students including 1:1 advocacy• Training and development on academic issues• Completion of administrative work connected to your role• Building partnerships• Academic campaigns support			
Main Duties and Responsibilities: <u>Casework</u> You will: <ol style="list-style-type: none">1. Provide an accurate, confidential and nondirective advice service to students, acting as a representative for cases as required.2. Maintain an up to date knowledge of University procedures and policies keeping colleagues informed of any changes.3. Provide support and training allowing colleagues to undertake signposting and basic advice activities.4. Ensure the advocacy service is well integrated with and informs wider student voice and campaign work.5. Provide verbal and written briefings for students, elected representatives and staff.6. Maintain and develop academic and advice factsheets and other printed and online materials to enable students to access advice through a range of channels.7. Develop and maintain effective and confidential casework records and monitoring of statistics using the SU CRM system. <u>Engagement</u> You will: <ol style="list-style-type: none">1. Work with the Student Voice Coordinator to provide support to student representatives.2. Work closely with committee and reps, ensuring their needs are met and they are well supported.3. In association with the Student Voice Coordinator contribute to a range of projects, campaigns, initiatives and activities for our diverse student membership.4. Ensure officers are well briefed and prepared when talking to University or other organisations about student academic issues.5. Ensuring training for volunteers is recorded and accredited in line with SU and University policy and strategy.6. Support and train student volunteers.			

Miscellaneous:

1. Work across all sites and estates.
2. Promote the SU in a positive manner.
3. Attend meetings and training events as necessary to enhance the role and the impact of the service to students.
4. Undertake training and develop specialist knowledge in any appropriate areas.
5. Comply with and promote the environmental and sustainability policies and practices within the SU.
6. Have a flexible approach to duties and work and, in particular, adopt a team work style with all colleagues and activities. This may involve undertaking duties in support of the activities and services of other departments.
7. Undertake other duties of a reasonable nature, as may be determined by the postholder's supervisor from time to time, in consultation with the postholder.
8. Carry out all duties in accordance with the SU's and Universities Equal Opportunities Policies and other 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 members of staff, students, visitors or members of the public. The postholder should also counteract such practice or behaviour by challenging or reporting it.
9. Take reasonable care of health and safety of self, other people and resources whilst at work to comply with the SU and University's Health and Safety Policy, Codes of Practice and local rules.
10. Co-operate with the line manager or any other person with specific responsibility for health and safety, to enable the SU and University's responsibilities under the Health and Safety at Work Act to be performed.
11. Demonstrate a commitment to working in a democratic environment.
12. The SU will require the appointee to undertake a Disclosure and Barring Service (DBS) Check prior to employment commencing. The DBS clearance will be sought by the SU.

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.

Special Features:

Does this post include any of the following:

Please select Yes or No in each case

Some cross-campus travel	Yes
Regular cross-campus travel	Yes
International travel	No
Lifting loads in excess of 5kg	No

Please consider any of these features when completing the Risk Identification Form.

In order to ensure that there is sufficient staffing during busy periods, it is not possible for staff to take annual leave at peak times.

Personal Specification

Attributes	Relevant Criteria	How Identified	Rank
1. Relevant Experience	Acting as an advocate for students	Application Form and Interview	E (Essential)
	Providing casework advice		E
	Working with and motivating volunteers		E
	Training and development of individuals and groups		E
	Supporting others in democratic roles		E
	Statistical monitoring and reporting, conducting research such as surveys		D (Desirable)
	Preparing advice literature		E
2. Education and Training	Educated to Degree and/or holding another relevant training qualification	Application Form	D
	Advice and guidance qualification		D
3. General & Special Knowledge	Knowledge of Higher Education institutions and issues affecting students	Application Form and Interview	D
	Democratic systems and procedures		E
	Working effectively as part of a team and using your own initiative		E
4. Skills & Abilities	Computer literate in Microsoft Office Suite (Outlook, Word, Powerpoint and Excel)	Application Form and Interview	E
	Excellent verbal and written communication		E
	Able to work with minimum supervision, manage own workload, meet deadlines, determine priorities and deal with multiple demands		E
5. Special Requirements	DBS	Application Form	D

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.