

Job profile

Job title	Advice manager
Reports to	Head of policy and advice
Responsible for	Advice caseworkers
Salary	£37,617

Job purpose

The postholder will be responsible for managing advice provision and providing impartial advice on academic matters to students. They will be required to identify trends and produce reports using data emerging from the team, and use that to inform effective delivery of campaigns by student officers, other student representatives and staff.

Duties

- Advise students on a one-to-one or group basis face-to-face, by phone or by email on academic issues such as appeals, extenuation, complaints, assessment offences, complaints to the Office of the Independent Adjudicator and other similar matters
- Represent and advocate for students at internal and external hearings mainly in relation to the above
- Maintain accurate and comprehensive casework notes on the case management system
- Make referrals to services within the University and to external organisations
- Ensure that documentation, forms, etc. are kept up to date with University policy and best practice
- Provide feedback on policies and procedures affecting students to support policy-making
- Lead the production of information and advice materials for students
- Assist in conducting research to support the Union's work
- Support the development of digital service delivery
- Lead the development of an advice volunteer team
- Manage the team's performance
- Manage the service rota and workload of advisers
- Oversee training, induction and continued support of advice caseworkers
- Manage the team's budget

Additional responsibilities of all staff

- Be a team player by working with colleagues and students across a range of projects
- Maintain high standard of professionalism, confidentiality and respect for student, colleagues and visitors
- Adhere to and apply the Union's values, policies and procedures
- Be responsible for observing and implementing good health and safety practices
- Travel to/between and work at all three UEL sites when required
- Attend committees, meetings, training, conferences and other events
- Attend occasional weekend and evening events, according to organisational needs
- Participate in major Union events and activities as and when required
- Undertake any other duties as reasonably requested by line manager

Person specification

All criteria listed are essential for this role except where stated desirable.

Education/qualifications

- Educated to degree level or equivalent OR a minimum of two years' experience in giving advice in a similar setting
- Relevant continuing professional development (desirable)

Professional experience

- Delivering complex, confidential advice, advocacy and case work
- Delivering advice to a wide demographic of individuals
- Working in a similar role at manager or supervisor level with proven success (desirable)
- Developing and maintaining relationship with key stakeholders
- Managing and working in a matrix management structure (desirable)

Knowledge, skills and abilities

- Higher education and the challenges facing students and universities
- To be able to read policies and procedures and explain them in a clear and concise way to students
- Excellent organisational skills including managing conflicting priorities and a diverse workload
- Able to take on responsibility for delivering tasks to ensure targets are met
- Able to communicate and work effectively in a team and using own initiative
- Excellent inter-personal skills including being able to clearly communicate with other staff members at all levels
- Good emotional intelligence
- Excellent attention to detail
- Excellent IT skills including Microsoft Office and case management systems
- Innovative and creative approach to work

Personal attributes

- Willing and able to work in a fast-paced, challenging environment
- Willing and able to work in a student-led, democratic organisation
- Willing and able to work flexibly including occasional evenings and weekends
- Understand and appreciate culture and climate of modern students' unions
- Sensitive to the needs of a diverse community and cultural differences