

Job Description

Job title:	Advice & Community Manager
Department/School:	Students' Union
Grade:	7
Location:	University of Bath – Claverton Campus (occasionally based in the Virgil Building, Manvers Street)

Job purpose

- To manage and develop the Students' Union's (SU's) independent advice and support service. To oversee the continual development of the service and ensure that it is available to all students and is always accurate, high quality and appropriate to student need.
- To manage and develop the SU's relationship with student support services within the University, ensuring that at-risk students receive support that is fully-integrated with other providers.
- Assist in the widening participation remit of the SU by supporting student-led diversity and support groups at the University of Bath.
- To manage and develop the peer support systems available to all students at the University of Bath.
- Manage and develop the SU's community strategy and the hall representatives system.

Source and nature of management provided

Deputy Chief Executive

Staff management responsibility

Advice & Support Co-ordinator
 Advice & Support Advisors
 Peer Support Co-ordinator
 Community Co-ordinator
 Community Liaison Co-ordinator

Special conditions

DBS check required

Main duties and responsibilities

Advice & Support

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| 1 | Advise students directly and manage the services of the advice and support area, ensuring staff provide a high quality advice service to students, providing direct |
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	advice, advocacy and referral to external services/organisations, as appropriate. This includes advice in areas such as academic, housing and welfare issues.
2	Strive for continuous development and improvement of service standards. Monitor the effectiveness and efficiency of service delivery and ensure provision is always appropriate to student need by gathering feedback from students on the range of provision and the effectiveness of the service. Ensure advice and support policies and code of practice is continually reviewed.
3	Work with colleagues within the SU and across campus to identify common issues faced by students and take a lead role in the development of proactive lifestyle campaigns, activities and events with beneficial outcomes for students.
4	Maintain up to date and accurate records and statistics of interviews and casework in accordance with relevant legislation such as the Data Protection Act. Co-ordinate the advice and support service records and collection of statistics for benchmarking and quality assurance purposes. Analyse such statistics and produce reports appropriately on a regular basis.
5	Provide training for the elected SU officers to ensure that they are able to provide accurate advice and information and representation for academic reviews, academic misconduct and disciplinary hearings. Provide proactive support to elected Officers of the SU, in particular to the Community Officer, and to roles engaged in academic representation of students.
6	Where appropriate, attend University meetings and provide briefings for SU Officers and other student representatives who also attend these meetings.
7	Manage the active promotion of the advice and support service to the student body, including liaison with appropriate members of University staff and the SU marketing team.
8	Develop and promote effective relationships within the SU, across the University and within the local community to ensure a seamless advice service for all students. Work with University student support services to ensure that all students who are at risk receive a co-ordinated approach to their support. Such work will include meeting with the relevant heads of departments in student support services.
Student Support Groups	
9	Support student representatives from the diversity and support groups in representing members' views at SU, University and, where appropriate, national level, by providing training and briefing on representational and policy matters.
10	Provide a lead on inclusivity, diversity and equality throughout the SU
Community	
11	Manage and develop the community strategy of the Students' Union. Working with the Community Co-ordinator and the University wellbeing and residential life team, ensure that the hall representatives system is further developed in order to establish a sense of community for all students living in University of Bath accommodation. This includes advising and providing support for Hall Rep Training and ensuring the range of activities provided throughout the year are inclusive of all students in University residences
12	Advise and support the Community Liaison Co-ordinator funded by the Student Community Partnership (SCP) and ensure, where possible, SU community posts work closely together. Ensure SU staff and SU Officers are regularly updated on the work of the SCP.
Peer Support	
13	Advise and support the Peer Support Co-ordinator in the further development of the peer mentoring and peer assisted learning schemes, ensuring that peer mentoring and a range of peer assisted learning schemes are available to students.
Management	
14	Manage the four areas including all aspects of staff management, area and strategic planning, financial and health and safety management.
15	Attend relevant training and regional/national meetings and conferences to maintain an up to date knowledge of legislation, policies and practice in the higher education sector and students' union movement to ensure accuracy of advice and casework

You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager. You are required to follow all University policies and procedures at all times and take account of University guidance.

Person Specification

Criteria	Essential	Desirable	Assessed by		
			A/F	I/T	R
Qualifications					
Educated to degree level or equivalent	√		√		
Professional qualification in advice or counselling		√	√		
Experience/Knowledge					
Knowledge of the SU's cause, mission and values	√		√	√	
Demonstrable experience of managing advice services or related service provision	√		√	√	
Knowledge of Higher Education (HE) academic and welfare issues	√		√	√	
Experience of working within a HE environment.		√	√		
Experience of working within a Students' Union		√	√		
Experience of managing teams of staff across areas	√		√		
Experience of working with volunteers	√		√		
Experience of pastoral work/peer support		√		√	
Experience of impact assessment		√	√		
Experience of undertaking research and analysing results		√	√		
Experience of promoting advice services		√	√		
Experience of planning and delivering training		√	√		
Experience of monitoring & identifying advice and related needs	√			√	
Knowledge of membership-led or democratic organisations		√	√		
Experience of equality, diversity and inclusivity issues	√			√	
Experience of health and safety processes e.g. risk assessments	√			√	
Experience of financial management e.g. monitoring and producing budget submissions	√			√	
Experience of running proactive lifestyle campaigns	√	√		√	
Skills					

Excellent people management skills	√		√	√	
Excellent communication skills	√			√	
Excellent personal organisational skills, particularly time management and prioritisation skills	√		√		
Ability to keep accurate records, such as records of students contact with the Advice and Support Team.	√		√	√	
Report writing skills with the ability to produce information for a variety of audiences	√		√		
Ability to work in a team as well as under own initiative	√		√		
Excellent attention to detail	√		√		
Good networking skills with colleagues across areas	√				√
Good ICT skills	√		√		
Attributes					
Empathy with the cause, mission and values of the SU	√		√		
Must be self-motivated	√				
Must be adaptable	√				
Must be approachable	√				
Must be a champion of Equality, Diversity and Inclusivity	√				√
Commitment to continual improvement and development	√				√

Code: A/F – Application form, I/T – Interview/Test, R – References

Effective Behaviours Framework

The University has identified a set of effective behaviours which we value and have found to be consistent with high performance across the organisation. Part of the selection process for this post will be to assess whether candidates have demonstrably exhibited these behaviours previously.

Managing self and personal skills:

Willing and able to assess and apply own skills, abilities and experience. Being aware of own behaviour and how it impacts on others.

Delivering excellent service:

Providing the best quality service to all students and staff and to external customers e.g. clients, suppliers. Building genuine and open long-term relationships in order to drive up service standards.

Finding innovative solutions:

Taking a holistic view and working enthusiastically and with creativity to analyse problems and develop innovative and workable solutions. Identifying opportunities for innovation.

Embracing change:

Adjusting to unfamiliar situations, demands and changing roles. Seeing change as an opportunity and being receptive to new ideas.

Using resources:

Making effective use of available resources including people, information, networks and budgets. Being aware of the financial and commercial aspects of the University.

Engaging with the big picture:

Seeing the work that you do in the context of the bigger picture e.g. in the context of what the University/other departments are striving to achieve and taking a long-term view. Communicating vision clearly and enthusiastically to inspire and motivate others.

Developing self and others:

Showing commitment to own development and supporting and encouraging others to develop their knowledge, skills and behaviours to enable them to reach their full potential for the wider benefit of the University.

Working with people:

Working co-operatively with others in order to achieve objectives. Demonstrating a commitment to diversity and applying a wider range of interpersonal skills.

Achieving results:

Planning and organising workloads to ensure that deadlines are met within resource constraints. Consistently meeting objectives and success criteria.