

## **J O B   D E S C R I P T I O N**

**Date of Job Description: November 2011**

**Organisation :           Aberdeen University Students' Association (AUSA)**

**Post Title        :       Academic Advice and Policy Co-ordinator**

**Responsible To:    Membership Engagement Manager**

---

### **Main Purpose of Job**

The Academic Advice and Policy Co-ordinator will be responsible for overseeing, developing and supporting the provision of Academic Advice and Policy provided by AUSA. The post will primarily be responsible for ensuring the provision of high quality impartial advice, representation and advocacy for students and perspective students of the University of Aberdeen on a range of academic related issues. The post will also involve responsibility for the provision of advice, guidance and interpretation on Policy including producing reports, briefings, support and training for student officers and representatives.

---

### **1. General Tasks**

- a. To co-ordinate the provision and delivery of academic advice, support and advocacy services through the Student Advice Centre.
- b. Support the development and delivery of student advice services provided through the Student Advice Centre.
- c. To offer free, impartial, confidential and non-judgmental advice, in line with AUSA policies and procedures where necessary/ appropriate.
- d. Provide research, briefings, information and advice on matters relating to Higher Education.
- e. Collate information and reference material relating to Higher Education and academic issues ensuring it is effective and upto date.
- f. Liaise with University departments, national agencies and external organisations in respect of academic advice and policy.
- g. Assist with the development and delivery of relevant academic and policy related training for student officers, council members and staff of AUSA.

### **2. Academic Advice**

- a. Provide independent advice on range of academic related issues including appeals, extenuation, complaints, disciplinaries, fitness to practice, hearings and any other matters affecting the academic life of students of the University of Aberdeen.
- b. Ensure that University of Aberdeen policies, practices and guidelines are understood and followed at all times by all relevant parties.
- c. Provide advice in line with AUSA governance documentation, policy and guidance.
- d. Liaise with appropriate University of Aberdeen academic and support staff members and committees where necessary/ appropriate in supporting students.
- e. Manage provision of academic advice through drop-in sessions, appointments and one-to-one casework.
- f. Maintain upto date knowledge of best practice and developments through participation in appropriate networking and training opportunities.
- g. Keep statistics and produce reports relating to academic casework including advising on methods to overcome identified issues/ trends and raising matters within the University of Aberdeen.
- h. Utilize electronic software for the management of academic casework and advice maintaining accurate and comprehensive notes, case files and associated documentation.
- i. Refer to other sources of specialist advice where appropriate.

### **3. Policy Advice**

- a. Produce briefings, papers and presentations on issues and policy relating to affecting Higher Education and the University of Aberdeen for student officers, council members and senior management of AUSA.
- b. Develop knowledge and keep upto date with legislative and policy changes in respect of the Higher Education sector.
- c. Work on projects and matters of policy with colleagues, University departments and external organisations.
- d. Undertake research on policy matters using a variety of methods and sources as required.
- e. Liaise with national agencies and external organisations on matters as necessary when required.
- f. Work with colleagues and student officers in raising awareness of issues impacting on student welfare, experience and education.

### **4. Other Duties**

- a. To attend training sessions, conferences and other learning opportunities as agreed.
- b. To assist, as required in the Students' Association elections and representative functions.
- c. To be aware of projects at other Students' Associations with a view to developing similar projects for adaptation, where suitable, at AUSA.
- d. Understand and adhere to AUSA's representative functions, procedures and policies.
- e. To assist the work of the Executive Committee and SA Council by providing advice and support as necessary.
- f. To undertake any other duties, tasks or responsibilities as from time to time may be deemed necessary by your line manager.

### **5. Ethical and Environmental Standards**

AUSA strives to be an environmentally and ethically minded organisation and as a result expects all staff, as part of their duties to:

- a. Reduce energy usage and actively cut down on waste.
- b. Recycle as much as possible using the appropriate procedures.
- c. Shut down and switch off computers, office lights and other electrical equipment when not in use.

**The above is intended to provide a clear but concise statement of the present MAJOR TASKS and ACTIVITIES of the job. It is not an exhaustive list of all its detailed duties. As a term of your employment, you may be required to undertake such other duties as may reasonably be required of you in the post and department mentioned above, or, in another post in any of the Association's other departments.**

**The Association reserves the right to amend the Job Description in consultation with the employee.**

- Aberdeen University Students' Association pursues a policy of equal opportunities in the appointment and promotion of staff.
- Any offer of appointment will be conditional on a satisfactory Disclosure check.

## Person Specification

### Job Title: Academic Advice and Policy Co-ordinator

#### Person Specification

	Essential	Desirable	Determined by
<b>Education: Qualifications and Training</b>			
Good general standard of education	✓		Application Form
Educated to Degree Level or Higher	✓		Application Form
Evidence of further study & continuing professional development		✓	Application Form
<b>Skills</b>			
Proven IT skills including MS Office (word, excel & access)	✓		Application Form
Ability to work on own initiative and as part of a team	✓		Application Form
Good verbal & written communication skills	✓		Application Form/ Interview
Good admin & organisational ability	✓		Application Form/ Interview
Good listening skills	✓		Interview
Ability to empathise	✓		Interview
Report Writing skills	✓		Application Form
Time Management & Planning	✓		Application Form/ Interview
<b>Experience</b>			
Previous experience in dealing with a wide range of academic issues	✓		Application Form
Experience of working in an advisory role		✓	Application Form/ Interview
Experience of Casework or Customer Service in a not-for-profit setting		✓	Application Form
Experience of Higher Education sector, policy and governance		✓	Application Form/ Interview
Experience of carrying out research projects and developing training		✓	Application Form/ Interview
Experience in working with Volunteers		✓	Application Form/ Interview
Experience of producing high quality information and briefing materials	✓		Application Form/ Interview
<b>Knowledge</b>			
Awareness of and interest in a wide range of academic and policy issues	✓		Application Form/ Interview
A comprehensive knowledge of governance, current policy and objectives in Higher Education		✓	Application Form/ Interview
Understanding of issues affecting students in Higher Education and the barriers to participation	✓		Application Form/ Interview

Understanding, analysing and evaluating Information	✓		Application Form/ Interview
Awareness of Monitoring/ Recording systems including electronic casework software		✓	Application Form/ Interview
Understanding of academic structures within Higher Education		✓	Application Form/ Interview
<b>Personal Qualities</b>			
Ability to work in a busy office environment	✓		Application Form/ Interview
Enthusiastic & self motivated	✓		Interview
Mature & professional approach	✓		Interview
Flexible working hours	✓		Interview
Ability to work on own initiative and as a member of a team	✓		Application Form/ Interview
Approachable and friendly disposition	✓		Interview
Understanding of and interest in student issues	✓		Interview
<b><i>NB references will also be used in this process</i></b>			