



JOB DESCRIPTION

Job Title:	Students' Union Advice Lead
Responsible To:	Representative Services Manager
Responsible For:	Student Advisor
Hours:	Full-time
Starting Salary:	£30,516 per annum
Location:	Students' Union Advice
Date:	September 2024

JOB PURPOSE

- To act as lead staff member for Students' Union Advice overseeing the provision of a range of high-quality advice to students.

CORE DUTIES AND RESPONSIBILITIES:

- Oversee the Students' Union Advice service including line managing any SU Advice team members.
- Lead on the provision of advice to students on academic appeals, complaints, disciplinary hearings, and fitness to practice, including delivering advice and advocacy to students on a range of academic matters.
- Support and represent students at meetings and hearings within the University regarding academic offences, appeals, disciplinary matters, and complaints, taking the lead on complex cases.
- Oversee the triaging of SU Advice cases providing oversight and direction to the advice team.
- Support data-driven decision making and provide statistical analysis for broader influencing and strategic planning.
- Oversee the implementation of SU Advice events and the associated budgets.
- Ensure that SU Advice maintains up-to-date knowledge of university policies, procedures, and national developments within higher education.
- Liaise with the Representative Services Manager in analysing, improve and develop the performance and services offered by Students' Union Advice.

- Support the campaigns taken forward by Officers and the Students' Union, offering expert input and practical assistance.
- Ensure accurate record keeping of student queries, casework records, and service statistics.
- Establish and maintain strong relationships with key stakeholders and student support services ensuring effective signposting processes are in place.
- Identify areas for training, development, and support for the Students' Union Advice Team.
- Support the Representative Services Department providing support and cover for colleagues at peak periods.
- Coordinate SU Advice's contribution to the amplifying the student voice at the University of Aberdeen.

GENERAL DUTIES:

- Demonstrate the values of the Students' Union (helpful, inclusive, and student focused) at all times.
- Promote, support, and help deliver the Students' Union's strategic and operational priorities (including Elections, Welcome Week, and AGM etc.).
- Provide information and support to students on the work of the Students' Union and effective sign posting, where appropriate, to external services, including the University of Aberdeen.
- Build and maintain relationships with key Students' Union stakeholders including students, University staff, community and charitable, and relevant national organisations.
- Represent the Students' Union and articulate the SU's positions at relevant UoA committees and meetings.
- Create and maintain positive relationships with officers, students and staff working as part of a professional team ensuring ensure that a positive team spirit is adopted.
- Provide support for the Elected Student Officers, enabling their development and work.
- Deliver relevant training sessions to staff and officers.
- Support the democratic structures of the Students' Union such as representative meetings and other decision-making processes.
- Work within Student Union administration and financial procedures.

ADDITIONAL INFORMATION:

- It may be necessary for the post-holder to work out of hours on occasion e.g. to cover events and extended office opening hours. A system of time off in lieu will operate to cover this.
- You are encouraged to take your leave days during non-peak Student Union periods. For example, leave during and just before Elections, and Welcome Week should be avoided.
- The post holder will be expected to carry out other level-appropriate tasks as may be required by your line manager.
- All staff are required to take due care of themselves and others in respect of Health & Safety in line with Students' Union Policy.
- The postholder will be expected to undertake Continuing Professional Development to ensure that their skills continue to match the changing job requirements.

Key Relationships

The Students' Union Advice Lead will build and maintain relationships with the following people, among others:

- Students
- Students' Union Staff and Officers
- Student Support Services including Student Advice and Support, Counselling, and Infohub
- Academic Services
- School staff including registry and admin teams
- External support agencies (e.g. UKCISA, NUS, etc)