



STUDENTS' UNION ADVICE LEAD

Starting Salary: £30,516 per annum including pension, and discounted membership to Aberdeen Sports Village.

Contract: Permanent

Based: Aberdeen

Hours: Full-time

Closing Date: Monday 14th October 2024, 9am

ABOUT US

Aberdeen University Students Association is a student-led organisation that supports, empowers, and represents the students at the University of Aberdeen. You might've heard the term 'Union' or 'Students' Union'... that's us.

When students join the University, they're automatically a member of Students' Union and entitled to access the services and events we provide.

The Students' Union is led by 5 elected student officers, sometimes known as Sabbatical Officers or Sabbs. They work together as a team, each focussing on their individual remit to represent students and drive forward their interests. They will collaborate on issues aiming to make positive changes at the University, on local and national levels.

We provide a range of representation for students including supporting Class Reps at a course level, School Conveners at a School level, and Sabbatical Officers and Student Council at University level. We also support a range of Forums that exist to promote the interests of and organise events for students who are part of or identify with certain groups.

Our advice service, Students' Union Advice, offers free and impartial advice to students. We have two advisers in our team, who can help students with a range of academic advice, including appeals, misconduct, and fitness to practice. Students can ask us anything and if they don't have an answer, we can signpost to those who will.

With over 55 sports clubs and over 200 societies and student groups, the Students' Union has a vibrant community spirit. Joining a club or society is a great way for students to meet new people and experience new things as well as continue to develop new skills, hobbies, and passions. We also support the student charity fundraising campaign, RAG, and a range of volunteering opportunities for students.

We also deliver and support a wide range of events for students throughout the year. From kicking off the fun with Welcome Week to our annual varsity sports competition with RGU. We also deliver a range of events to celebrate our students including our Activities Ball recognising the achievements of our student societies and our sports clubs, and our Graduation Balls, where they can celebrate their time at university in style.



INTRODUCTION TO THE ROLE

The Students' Union provides a range of support and guidance to students on University processes. We're here for students when things don't go according to plan, and aim to help students navigate often complicated policies and procedures.

We're looking for someone with the skills and passion to drive our advice service forward and make sure our service meets the needs of our students. This is a new post, developed to meet the growth our service has experienced in recent years, and is an exciting opportunity to help lead further growth and change. If this sounds like a role you could excel in, we want to hear from you.

JOB DESCRIPTION

In this role, you will be responsible for providing one-on-one support to students, offering clear and concise guidance on appeals and complaints processes, and ensuring all advice is delivered with empathy and professionalism. You will also be expected to stay up-to-date with any changes in university policies and procedures and to communicate these effectively to the student body and SU colleagues.

You will play a crucial role in overseeing the work of the Students' Union Advice service, overseeing case allocation and line management, building on the progress we have made through recent changes to our service. Crucial to this will be your ability to build and maintain effective relationships with colleagues across the University and beyond utilising these relationships to enhance the support we provide. You will also be responsible for ensuring that we maintain accurate records of student queries and service statistics to influence on a wider level and ensure that all decisions we make are data-driven and student-focused. A full job description can be found on our website.

THE IDEAL CANDIDATE

We're looking for someone who first and foremost shares our values of being helpful, inclusive, and student-focused. You will possess excellent communication and interpersonal skills, which will help you effectively liaise with students, university staff, and external partners. You should be adept at problem-solving and have the ability to develop a detailed understanding of university regulations and student rights. You will be comfortable supervising others and supporting colleagues, and excel in at gathering and analysing data to produce reports and briefings to inform change. If this sounds like you, this role would be a great fit for you.

A full person specification can be found below.

PERSON SPECIFICATION

The following criteria will be used to shortlist candidates for interview. It is rare for candidates to meet all of the criteria set out, and we could encourage potential applicants to apply if they have any combination of the skills, experience, and knowledge below.

	CRITERIA
VALUES	Candidates should be able to demonstrate a commitment to the values of the Students' Union (helpful, inclusive, and student focused).
QUALIFICATIONS & TRAINING	Educated to Degree level or equivalent work experience.
EXPERIENCE	<p>Candidates should be able to demonstrate the following experience.</p> <ul style="list-style-type: none">• Delivering advice and guidance on complex processes.• Experience working in a supervisory role.• Producing data to inform strategic decision making.• Managing budgets and monitoring resources.• Building effective and productive relationships with colleagues, internally and externally.• Experience of developing operational policies, procedures, and setting service standards.• Experience of partnership working.
SKILLS & KNOWLEDGE	<p>Candidates should be able to demonstrate the following skills, knowledge, and abilities.</p> <ul style="list-style-type: none">• Demonstrable leadership skills and the ability to maintain a positive outlook encouraging others around them.• An understanding of the key principles of data protection and GDPR and the ability to maintain confidentiality.• Understanding and breaking down complex policies and procedures.

PERSON SPECIFICATION CONT.

SKILLS & KNOWLEDGE

- Excellent time management skills with the ability to work well under pressure and demonstrate emotional resilience. Excellent communication skills and the ability to demonstrate professional confidence, tact and diplomacy when dealing with a variety of stakeholders.
- Strong IT skills at a level which supports statistical analysis, casework management, and CRM systems.
- Equally adept at working on their own initiative and as part of a team.
- Good listening skills and an ability to draw out, through questioning, the views, and perspectives of different people.
- The ability to handle and manipulate large quantities of data to extrapolate key information.
- Adept in identifying potential problems and working towards finding and implementing creative solutions paying particular attention to university regulations, student wellbeing, and health & safety legislation.
- A commitment to team development, identifying training opportunities and coaching mentoring others.
- An ability to produce clear and concise reports.



HOW TO APPLY

The Students' Union is committed to providing equality of opportunity, treatment and dignity in appointments.

We will not allow discrimination in any form in advertising, interviewing, selection or eligibility for jobs, and will therefore select individuals on the grounds of their ability and suitability for the vacancy based on genuinely required criteria.

Applicants must have proof of Right to Work in the UK.

Informal enquiries should be made to ausa-hr@abdn.ac.uk

To apply for this position, please send a completed application form and Diversity Monitoring form (via the vacancy page of the Students' Union website) to ausa-hr@abdn.ac.uk.

