

Recruitment of Student Adviser

January 2019

Job Profile

Student Adviser

Liverpool Guild of Students supports students through advice, lobbying and a range of extra-curricular activities. We want to make students' university experience the best it can be.

Liverpool Guild of Students is student-led charity and every student at the University of Liverpool is a member. We actively listen to our members and their contributions guide and shape our policies. We lobby and encourage students to take a lead in their university experience. The successful applicant will play a key role in this work, ensuring that students' views are at the heart of everything the university does.

The post holder will join a developing advice team to provide excellent advice and support to students. We are seeking to appoint an individual with highly developed organisational and communication skills and good attention to detail to enhance the work of the department.

The successful applicant will have an excellent opportunity to progress this role and to actively contribute to the overall growth of the Membership Services Department. For the successful candidate, this presents an excellent opportunity to work in a forward thinking organisation, embarking upon a period of significant development.

If you would like to discuss any aspect of the role or the Guild further please contact, Stephanie Driscoll Advice Manager, on 0151 794 6868 or email Stephanie.Driscoll@liverpool.ac.uk

Job Title	Student Adviser
Responsible to	Advocacy Manager
Salary	£25,361
Job Purpose	Our Student Adviser works within our Advice Service, a key part of Liverpool Guild's Membership Services department. The Student Adviser will undertake casework, providing high quality advice and support to students.

Duties and Responsibilities

Advice and Support

The post-holder shall:

- Provide confidential, impartial and non-judgemental advice to students on a wide range of academic, housing, financial and wellbeing issues
- Independently manage a varied caseload, supporting and advising students and acting as representative for their cases as required
- Maintain up-to-date, accurate, comprehensive and confidential case files
- Maintain strict client confidentiality at all times and to abide by Liverpool Guild's confidentiality policy
- Maintain an up-to-date knowledge of higher education advice matters and best practices and to respond accordingly
- Monitor and review the University's regulations and procedures as required and provide advice to students, officers and staff regarding the operation of the University regulations.
- Liaise with University staff members and committees, and external organisations as required
- Provide content for the Advice section of the Guild website ensuring all information is relevant and up-to-date
- Promote and publicise the service to staff, students, the University and external stakeholders
- Work closely with the Advocacy Manager to develop and expand the service
- Assist in the organisation of regular wellbeing events and campaigns
- Support the Advocacy Manager in the running of the Nightline Service, including volunteer training
- Provide training to staff, students and officers as required

Departmental Support

The post-holder shall:

- Identify, lead and support projects across the Membership Services department as appropriate
- Assist in relevant campaign planning; developing ideas, carrying out research and offering administrative support.
- Offer advice, information and briefings to elected officers and staff who sit on University committees

- Attend University Committee's on behalf of Liverpool Guild where appropriate
- Assist in the running of Liverpool Guild elections as required
- Be present at, and assist with democratic structures as required

Organisational Support

The post-holder shall:

- Comply with Liverpool Guild policies and procedures, and operate in accordance with health and safety practices and regulations at all times.
- Attend meetings and training events as required
- Undertake any other duties appropriate for the grade and responsibilities of the post that may from time to time be reasonably requested
- Be present at, and assist in the running of Welcome Fairs and Open Days
- Comply with and promote the environmental and sustainability procedures within the Guild
- Have a flexible approach to duties and work and, in particular, adopt a team work style with all colleagues and activities. This may involve undertaking duties in support of the activities and services of other departments

Health, Safety and Hygiene

The post-holder shall:

- Work in a safe manner, seeking to minimise hazards to ensure the safety of other staff and students, and report all safety hazards immediately
- Ensure that all health and safety, fire and building regulations and procedures are complied with
- Ensure all student activity is undertaken within a safety framework

Notes

Due to the nature of the work, actual working hours may exceed the total and may involve some evening and weekend work. This is considered part of the contract and reflected in the grading for the post.

The job description is current 28th January 2019 and should be reviewed annually. It outlines the main duties of the position and is designed for the benefit of both the post holder and Liverpool Guild of Students in understanding the prime functions of the post. It should not be regarded as exclusive or exhaustive. In particular, given the grading and nature of the post, the responsibilities of the post holder may well change from time to time. The post holder may, from time to time, be required to be based at and/or work from any University site.

Management has the right to vary the duties and responsibilities after consultation with you.

Signed:.....

Name:.....

Date:.....



Liverpool Guild of Students
 160 Mount Pleasant, L3 5TR
 +44 (0) 151 794 6868
www.liverpoolguild.org

Charity Number: 1137398
 Company Number: 07324992

Person Specification

Criteria	Essential	Desirable
Experience		
Experience of supporting students in higher education or relevant recent experience, preferably in an Advisery role	*	
A minimum of 1 years' experience of working with a case load of clients	*	
Experience of keeping effective and confidential client records and statistics	*	
Experience of working within a membership led or volunteer led-organisation		*
Experience of producing reports and briefings	*	
Knowledge		
Knowledge of academic and housing advice provision	*	
Knowledge of the higher education field and issues affecting students	*	
Understanding of issues relating to participation and involvement in the higher education environment	*	
An understanding of students' unions and the role of elected officers		*
Skills		
Ability to work effectively as part of a team and to take the initiative in solving problems	*	
Independent and self-reliant, being able to work without close supervision	*	
Excellent interpersonal skills with the ability to build appropriate relationships with people at all levels	*	
Excellent verbal and written communication skills	*	
Ability to prioritise own work and to work effectively under pressure to meet deadlines	*	
Good level of computer skills, including a knowledge of Microsoft Office packages, case recording systems and the internet	*	
Ability to work in a solution focused way	*	
Capacity to absorb and evaluate complex information in order to advise others	*	
Ability to quickly establish and maintain credibility at all levels and engender confidence in clients, colleagues and stakeholders	*	
Ability to exercise tact, diplomacy, sensitivity and confidentiality when dealing with complex issues	*	
Aptitudes		
Flexible and hard-working with a proactive work style	*	
Approachable nature, with the ability to relate to a variety of audiences in an appropriate manner	*	
Constantly striving to offer excellent, quality customer service	*	
A commitment to the principles and practices of equal opportunities	*	
A commitment to working in a democratic, student-led environment	*	
Tactful and diplomatic with an assertive nature	*	

What is The Guild?

Liverpool Guild of Students exists as both an organisation in its own right and as an integral facet of the University of Liverpool, helping to recruit students by offering them extra-curricular opportunities, retain students by supporting their academic and non-academic lives, and encourage students to return as postgraduates or alumni by fostering a sense of community.

Primarily our role is to lobby the University to the benefit of students, but we also offer advice and information, facilitate a democratic governance structure, work in partnership with the University, support student activity, provide a safe social environment, and enable personal development. However, these services are necessary but not sufficient to describe to what end we exist.

The influence we have, and seek to have, extends far beyond the University precinct. The students of Liverpool constitute one tenth of the City's population, and their impact upon it has been significant both economically and socially. They have much to offer as students, but also as citizens, employees, volunteers and voters.

On a national scale, our members help to make up the 2.5 million higher education students in the UK. When the 5 million further education students - that share with them a national representative body and many of the same challenges – are added, it is clear that we are members of a large family that seeks to both promote the interests of students and, by demonstrating the positive effects of education, benefit the country as a whole.

We also believe that students have a legitimate place in discussing and influencing world affairs. The National Union of Students was founded in 1922 in order that students from the UK could be formally represented at conferences of the 'Confederation Internationale des Etudiants', described at the time as "an intellectual brotherhood among the students of the world, from whom will naturally be drawn the rulers of another generation, and which will contribute greatly towards the peace of the world". This is an ideal to which we still subscribe: that if citizens of the nations of the world can meet and understand each other, through their efforts perhaps conflict can be avoided and a better world realised.

Our Governance and Democracy structure

We're run by students, for students, and with students. This is at the heart of everything we do. So much so, we've developed a brand new democracy structure which gives every student the chance to have their say and shape their university experience.

Students tell us their Guild ideas by visiting our website or by telling Student Officers or Guild staff. Their idea can be on anything from the food we serve, the quality of their course, a campaign they think we should run or a national issue they want us to get involved with.

Straightforward ideas or suggestions – such as feedback on staff customer service - will be dealt with by our team of staff. For more complicated ideas or suggestions, we want to hear what other students think about it and put it to a debate - and it's for these ideas that our brand new decision making body, Guild Summit, will spring into action.

Guild Summit is made up of a wide mix of 50 randomly selected students that is reflective of our students on campus. They meet four times in every academic year to discuss the ideas. If they all agree with the idea, it will be passed onto our Board of Trustees - a group of people with ultimate responsibility for everything we do - for final approval.

If the idea divides Guild Summit opinion, it will go to a referendum. A referendum is a way of voting, but instead of having just 'yes' or 'no' options, students can vote on three or more possibilities. All students can get involved in our referendums. We will hold a campus wide ballot on the idea for one week. The result will then go to the Board of Trustees for final approval.

Our Board of Trustees is made up of four full time student representative officers, 4 student trustees and 4 external trustees. The Board has overall responsibility for the management and administration of the Guild, fulfilling this by setting the overall strategic direction and directly managing the Chief Executive. Management and administration on a day-to-day basis is therefore delegated to the Chief Executive and staff team.

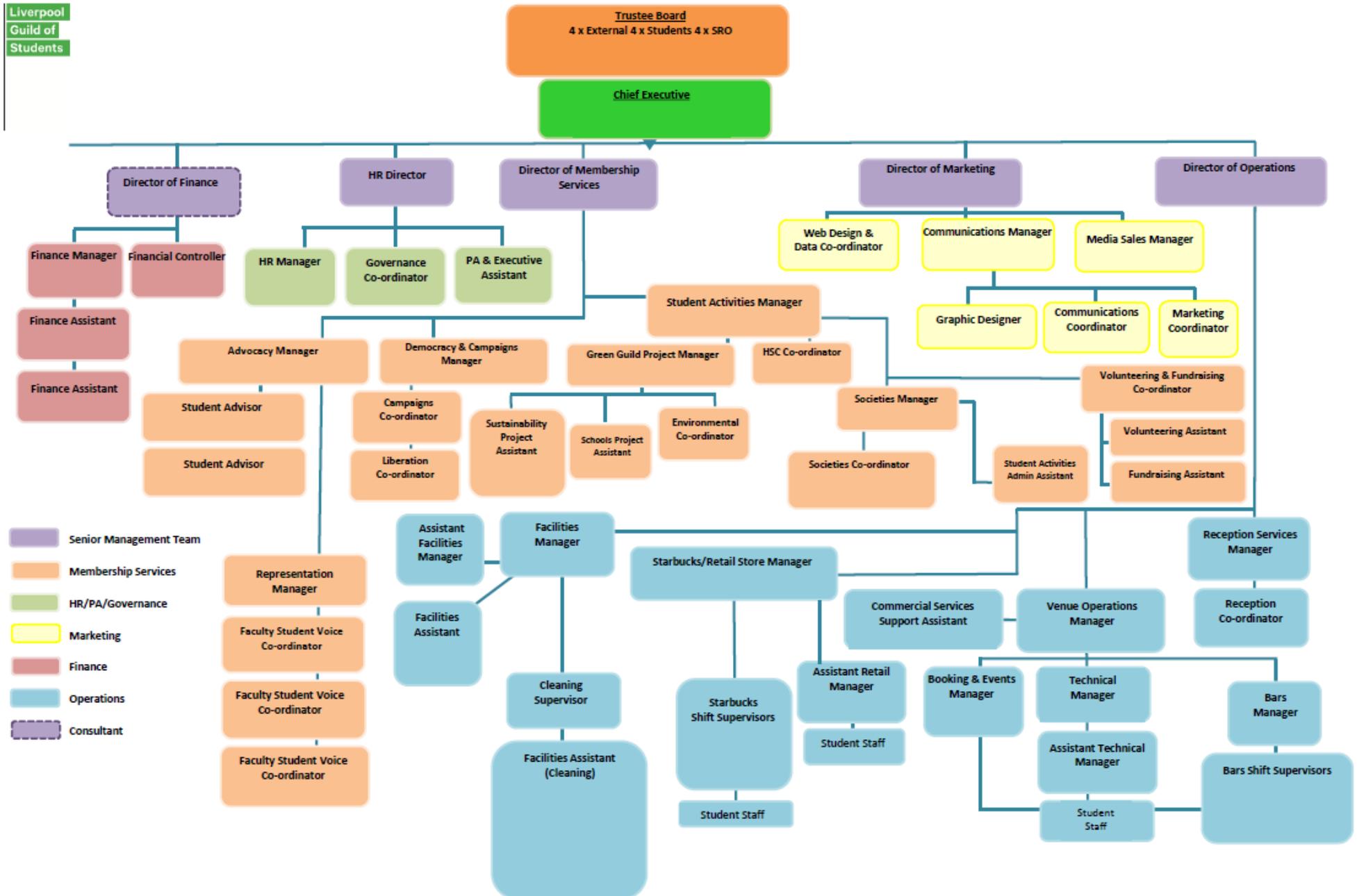
The role of the Student Representative Officers is to gather feedback from students and lobby the University and other external bodies, be it the local council, police, NHS, transport providers or businesses in order to bring about positive change for students. To help them do this, our governance structure is designed to gather information from students in a number of ways.

We also have committees that consider matters of a strategic nature, such as finance and recruitment. We ensure that the committees have democratic credibility by ensuring that at least one student representative officer and student trustee are present, each committee also has an external trustee who has voting rights.

In addition we gather information from students involved in activity groups and from student representatives, each course has its own representative. But we are always thinking about and looking for new ways to determine student opinion. This has led us to find new ways to ask students their opinions via social media; the organisation is committed to a program that expands the use of digital communication so that we create a constant two-way dialogue.

Liverpool Guild of Students Organisational Chart

Liverpool
Guild of
Students



Equal Opportunities Monitoring Form

In accordance with its policy on equality and diversity Liverpool Guild of Students will provide equal opportunities to any employee or job applicant and will not discriminate either directly or indirectly because of race, sex, sexual orientation, gender reassignment, religion or belief, marital or civil partnership status, age, disability, or pregnancy and maternity.

In order to assess how successful this policy is we have set up a system of monitoring all job applications. We would therefore be grateful if you would complete the questions on this form. You are, however, of course, under no obligation to do so and if you would prefer not to answer some or all of the questions please return the form indicating that this is your choice. We have asked for your name to enable us to monitor applications at shortlisting and appointment as well as application stage.

All information will be treated in confidence and will not be seen by staff directly involved in the appointment. The questionnaire will be detached from your application form, stored separately and used only to provide statistics for monitoring purposes. Thank you for your assistance.

Post Applied for:			
Full name:			
Preferred Name:			
1. Gender			
Male		Female	
		Prefer not to say	
Prefer to self-describe as			
2. Age			
3. Marital Status			
Married/Civil Partnership		Single	
		Other	
4. Do you have responsibility for dependants? (Dependants relates to children, or elderly or other persons for whom you are the main carer).			
Yes		No	
5. How would you describe your religion or belief			
My belief or religion is:			
I have no belief or religion:			
6. Do you have any disabilities?			
Yes		No	
7. Ethnic Origin			

(Relates to a sense of identity/belonging on the basis of race/culture). I would describe myself as (choose ONE section from A to E, and then tick the appropriate box to indicate your cultural background):

A White:

British	<input type="checkbox"/>	English	<input type="checkbox"/>	<input type="checkbox"/>
Welsh	<input type="checkbox"/>	Scottish	<input type="checkbox"/>	<input type="checkbox"/>
Irish	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
Other, please specify:				

B Mixed:

White and Black Caribbean	<input type="checkbox"/>	White and Black African	<input type="checkbox"/>	<input type="checkbox"/>
White and Asian	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
Other, please specify:				

C Asian, Asian British, Asian English, Asian Scottish or Asian Welsh:

Indian	<input type="checkbox"/>	Pakistani	<input type="checkbox"/>	<input type="checkbox"/>
Bangladeshi	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
Other, please specify:				

D Black, Black British, Black English, Black Scottish, or Black Welsh:

Caribbean	<input type="checkbox"/>	African	<input type="checkbox"/>	<input type="checkbox"/>
Other, please specify:				

E Chinese, Chinese British, Chinese English, Chinese Scottish, Chinese Welsh, or other ethnic group:

Chinese	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
Other, please specify:				

8. Where did you see this post advertised?

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Data protection: Information from this application may be processed for purposes registered by the Employer under the Data Protection Act 1998. Individuals have, on written request and on payment of a fee, the right of access to personal data held about them. I hereby give my consent to Liverpool Guild of Students to process the data supplied in this form for the purpose of recruitment and selection.

Applicant's signature:

Date:



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