



**RH
SU**

**ROYAL
HOLLOWAY
STUDENTS'
UNION**

WE'RE HERE TO MAKE STUDENT LIFE
BETTER AT ROYAL HOLLOWAY

RECRUITMENT PACK:
ADVICE CENTRE MANAGER

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@SURHUL

Welcome.

Royal Holloway Students' Union (RHSU) is an ambitious organisation that has students at the heart of our aims: to improve their education, make campus fun, look after their wellbeing, make them more employable, and ultimately empower them to change the world around them.

The Students' Union's Advice Centre is a key service for all students at Royal Holloway, providing free, independent and impartial advice. We're here to support students on a whole range of issues, free from judgement. Over the past four years we have successfully advertised our service and its reach and impact within the institution; this means we have seen an increase in our case load, and we're looking at the next stage of our development to ensure our great service continues to grow.

We have traditionally specialised in academic and housing advice, but we also offer guidance on just about everything that may affect a student while they are on their university journey. If we are not best placed to advise, we will endeavour to find the people who can as we know how important it is for students to be supported.

Crucial to this will be ensuring our high-quality service is delivered in a way that is accessible to all students and allows for flexible ways to access advice. We also need to build on our impactful outreach work to provide opportunities for students to understand their rights and be able to stand up for themselves when it comes to the challenges that they face during university life and beyond.

Have a look through the rest of this pack for more specific information about the role and the organisation and if you'd like an informal chat, email me at **Daniel.Curran@su.rhul.ac.uk**.

Daniel Curran

Head of Membership Engagement

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A bit about us.

The Students' Union is a student-led organisation that represents 12,000+ students at Royal Holloway, University of London. The activities and services we offer are really wide-ranging and include things like supporting c.140 student-led sports clubs and societies, and ensuring academic representation on every course. We offer free and independent advice through our professional Advice Centre, put on loads of free events with our Give It A Go programme, and run a shop, a pub, a couple of bars and a nightclub to fulfil students' social life on campus.

We're a charity (charity no: 1141998) registered with the Charity Commission. Why does this matter? Well it means that any profit we make through our trading or membership services gets reinvested into services that help students during their time at Royal Holloway. That covers everything from funding societies to running national voter registration drives.

We're independent from the University.

While we work really closely with departments from all across the University, we are a separate organisation. This is important for several reasons, but mainly it means that if students have a problem while studying - whether that is their course, accommodation, or other issues, they can come and talk to us. And they can do this in the confidence that we can take up the issue with the University and help to resolve it.



Our leadership.

We're a democratic, membership organisation and all students at Royal Holloway are automatically members of the Union. Overall legal responsibility for the Students' Union rests with our Board of Trustees which is made up of four full-time sabbatical officers, three student trustees and five external trustees.

The sabbatical officers are elected each year by, and from, the student membership of the University. They take a year out of their studies (or immediately after graduating) to take on a full-time paid staff role and to serve as a trustee.

The President of the Union (one of the four sabbatical officers) is the Chair of the Board of Trustees. They are responsible for chairing the meetings of the Board, leading the performance management of the Chief Executive and acting as lead ambassador of the Union to external stakeholders and the wider public.

Board of Trustees.

President and Chair of the Board	Maia Jarvis
Vice President Education	Shrijeet Shrey
Vice President Wellbeing & Diversity	Vacant
Vice President Societies & Sport	Hannah Hockin

Student Trustees	Isaac Crosby
	Molly Taylor
	Vacant

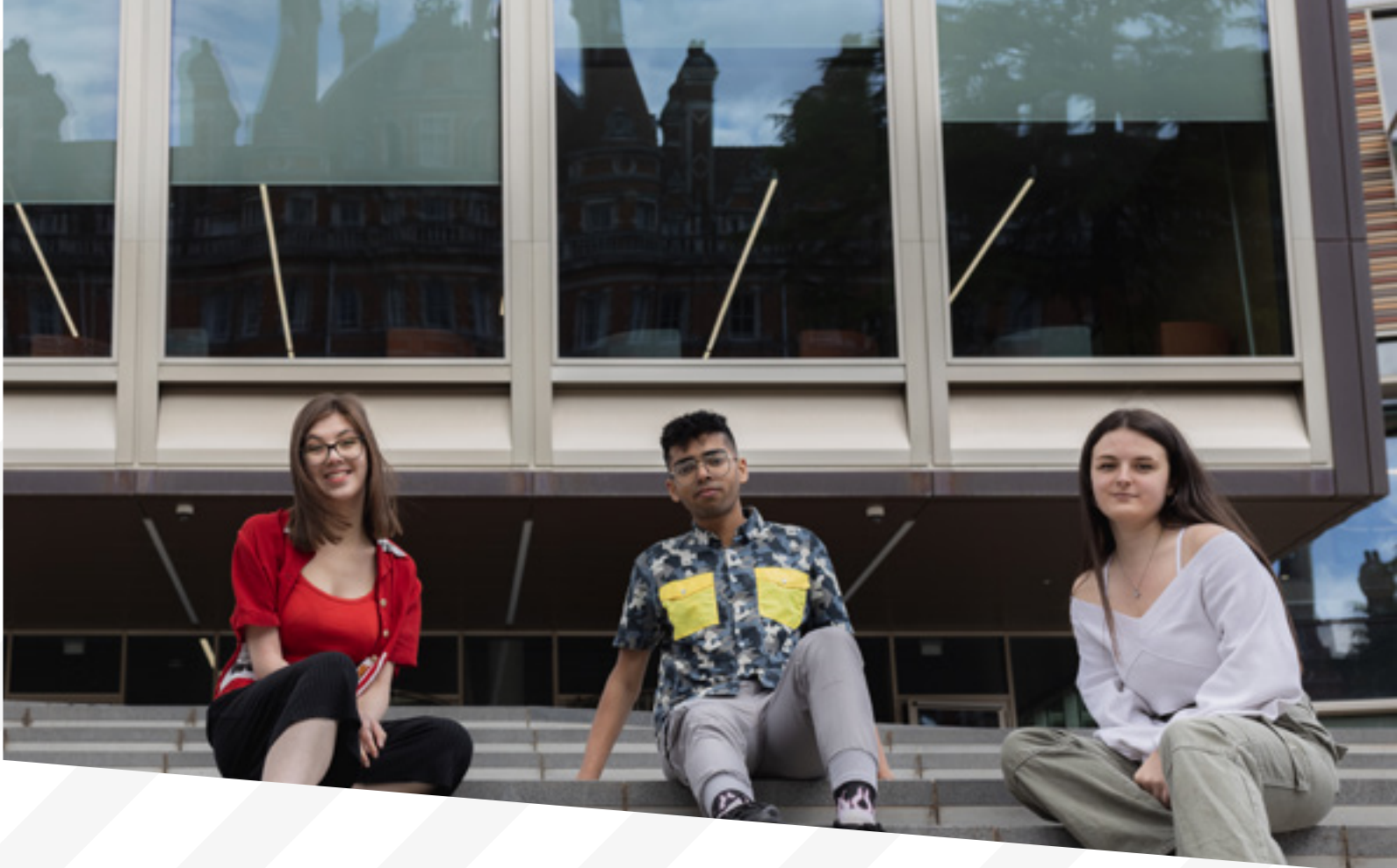
External Trustees	Justin O'Brien
	Rory Shanks
	Peter Elliot
	Jane Broadbent
	Vacant

Our 22/23 officers.

Every year the student body elects four sabbatical officers to work full-time in the Students' Union for a year.

They work on a range of issues relating to student life, listening to student thoughts and opinions while running campaigns and working with the relevant people and bodies to implement positive policy changes.

Each officer has a portfolio area that sees them take on responsibility for a different area within the organisation, together deciding its strategic direction.



Maia Jarvis - President

The Students' Union President is the Chair of the Board of Trustees, sits on the highest decision-making committee at Royal Holloway, College Council, and is the figurehead of the Students' Union.



Shrijeet Shrey - Vice President Education

Not only is the Vice President Education the Deputy President of the Students' Union but they also sit on a number of high-level committees including Academic Board where the academic strategy of the College is decided.



Vacant - Vice President Wellbeing & Diversity

With a focus on liberation campaigns, mental and physical health provision and general wellbeing issues, the Vice President Wellbeing & Diversity is a key voice for campaigning on campus.



Hannah Hockin - Vice President Societies & Sport

The Vice President Societies & Sport has joint overall responsibility for developing the support the Students' Union offers to student groups on campus.

Our strategy.

Our mission is simple: **we're here to make student life better at Royal Holloway.**

We review our strategic plan every two years to ensure we're focusing on the right areas, with our current plan taking us through to 2024 and focusing on the following five aims:

1. Improve students' education
2. Make campus fun
3. Look after students' wellbeing
4. Make students more employable
5. Empower students to change the world around them

But we don't simply focus on what we do, we also care about how we do it and recruiting the right people is critical to our achievement of this.

You can read the full plan at su.rhul.ac.uk/strategy.



Our values.

We have five values that people across the organisation share. They represent the expectations we have for ourselves and each other, they guide our day-to-day decisions and the behaviours that we champion.

Student focused.

We understand without doubt that we exist for our members. We make sure we know how their needs are changing. We adapt.

High quality.

Quality is fundamental to achieving results. We go above and beyond expectations. We channel our energy into making things better and change or stop things that aren't working.

Inclusive.

We champion and celebrate the importance of diversity, equality and liberation consistently through our work. We are ambassadors for our organisation and speak out if something is not right.

Brave.

We embrace change and opportunity and we are not afraid to try new things. We are ambitious and constantly look for new approaches to doing things.

Trustworthy.

We make decisions based on our values and take responsibility for them, admitting if we get something wrong. We communicate with integrity, even when the message might be difficult.

Benefits.

Get that work life balance right.

We're really passionate about our staff members being able to enjoy life outside of the workplace so we've built up an annual leave package and flexible working arrangement that stands up as one of the best in the sector.

First up, you can forget about working over Christmas and New Year ever again as we give you up to seven discretionary days over the festive period. And, that's on top of the 22 annual days of contractual leave you get a year (rising by one day each year up to a maximum of 27 days) plus bank holidays, for a total of at least 37 days off a year.

That's not all. Should your birthday fall on a work day you'll also get that off as well so you can do something fun. On top of this we also offer:

- 1pm finishes on alternate Fridays during July and August
- Assisted conception leave
- 18 weeks full pay maternity leave
- 4 weeks full pay partners leave (with an additional two weeks at 50% pay)

Away from annual leave we'll always try and be flexible around your life where possible. Need to pick up the kids from school? We'll look at how we can make that work. Got to get the car in for its MOT? We can sort out a late start.

There's loads of little bits like this that come up in life and we're always willing to ensure you don't have to fret about what that means for your job. We're also pretty flexible with our working day and open to discussing all options that may be on the table.



Lap up those student discounts.

Ever get jealous you can't get discounted Spotify? Well, that's a thing of the past as we dish up a free TOTUM card for all staff members, opening up the door to a world of student discounts and special offers.

Talking about discounts, we also offer free hot drinks from our bar if you fancy a midday pick me up.

More freebies than you can shake a stick at.

Freshers' Festival is famous for the amount of free stuff that students get their hands on and as a staff member at the SU you'll also have a chance at getting in on the action. Free pizza, bottle openers, pot noodles, protein powder... you get the idea.

Alongside this, every staff member gets four free tickets to our Summer Ball (worth £300) which is held in Founder's Building every June. Think of it as a huge one day festival with 3500 students, two major stages with headliners such as Rudimental and Chase and Status, food stalls, fun fair rides and more. And if you drive to work you'll also get free parking on campus. Sometimes it's the small things that matter most.

Development and training for days.

We're all about professional development here at the SU, so we put aside specific training and development budgets to ensure you can build your knowledge and be set up for future success.

We also believe in offering academic opportunities to staff and will support you in your pursuit of qualifications. This extends to financial support alongside study leave to ensure you have the time you require to exceed and excel.

Make a difference.

You'll be working for an organisation that tackles the big issues on campus but one that has a great time doing it. You'll be joining a team of smart, friendly people who really care about the sector they work in where everything they do has a direct impact on the experience of over 11,000 students at Royal Holloway.

Despite the hard work, it's a sociable environment where we value the interactions between our team, be that at our monthly coffee and pastry catch-ups or at the pub after a busy week.

Get fit and have fun.

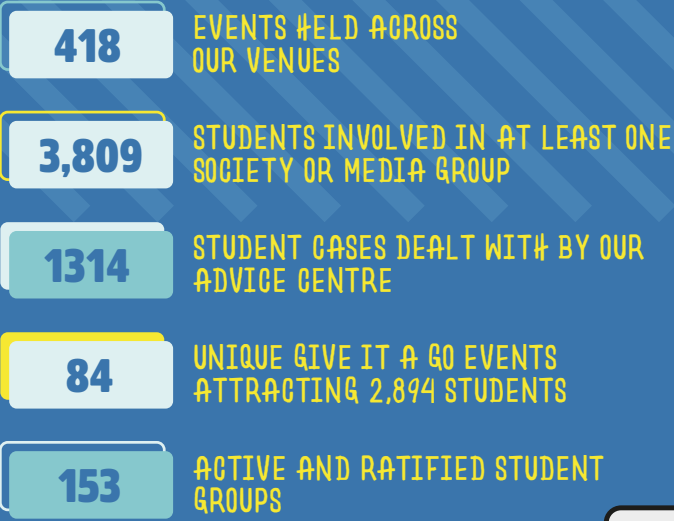
Fancy cycling to work? We have a ride to work scheme to help you purchase a new bike for your commute - there's also a season ticket loan scheme should you get the train in. And if hitting the weights is more your scene, we offer reduced price gym membership at the on campus sports centre.

And last but not least.

Should you live over 100 miles away, we offer a relocation assistance package of up to £1500 to individuals moving within 30 miles of Egham.

Finally, we want you to have peace of mind while working at the Students' Union and offer a death in service benefit, the cost of which is covered by the organisation. This is equal to four times your annual salary which is paid to your nearest or nominated relation should the worst happen.

A LITTLE ABOUT US



3000+

STUDENT STAFF

50

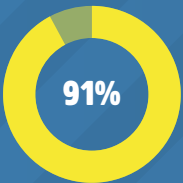
PERMANENT STAFF

£650,000

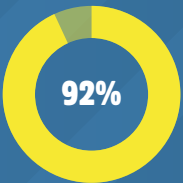


111 VALUES AWARDS GIVEN OUT TO STUDENT AND PERMANENT STAFF FOR EXCEPTIONAL PERFORMANCE

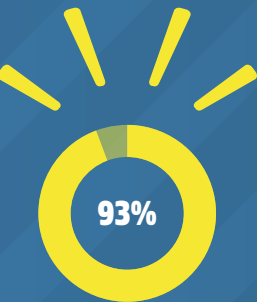
£4.5m in funding for the charity that was self-generated



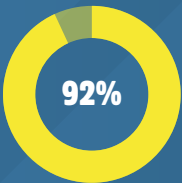
STAFF RECEIVE SUPPORT AND ENCOURAGEMENT FROM COLLEAGUES AT WORK



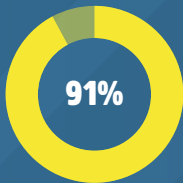
STAFF FEEL IT IS COMMON PRACTICE FOR EXPERIENCED COLLEAGUES TO COACH MENTOR NEW STARTERS



STAFF TRUST AND RESPECT THEIR COLLEAGUES



STAFF FEEL THEY ARE ABLE TO WORK FLEXIBLY WHEN APPROPRIATE



STAFF FEEL THEY ARE TREATED WITH FAIRNESS, RESPECT AND DIGNITY AT WORK

Key Deliverables.

Service Delivery

- Lead the development and delivery of a professional, independent and confidential advice service for students.
- Lead the development and delivery of a series of proactive campaigns designed to have a positive impact on students' wellbeing.
- Maintain a digital platform for recording and managing case interactions that adhere to our privacy and GDPR policies.
- Ensure the service meets its statutory obligations under the Data Protection Act and appropriate policies and procedures are in place regarding the handling of all data.
- Manage risk in the advice service and report to the Head of Membership Engagement any issues that may escalate or pose a risk to the service or to the Students' Union.

Casework & Advocacy

- Keep up with legislation, policies and best practice relevant to advice work and students in Higher Education, updating internal documentation and sharing this information with others as appropriate.
- Ensure the delivery of timely, appropriate and confidential advice across the service that is responsive to students' needs, making appropriate referrals to the University and other external agencies as necessary.
- Ensure the service can accompany students to academic and non-academic disciplinary hearings supporting their rights as students.
- Develop and implement effective monthly reporting on case work, which includes evaluation of impact for students and trend analysis.

Outreach & Policy

- Use intelligence gathered via individual case work to work with the Sabbatical Officer team to plan and develop preventative policy work that will help improve the student experience at Royal Holloway.
- Lead the development and delivery of a series of relevant and topical outreach programmes based on the knowledge and experience of current issues facing students in Higher Education.

- Enhance the role that the Advice Centre plays in the private housing market, ensuring students can get access to higher quality accommodation, better services, and are engaged as part of the local community.

Staff & Financial Responsibilities

- Recruit and induct staff within the organisation as appropriate.
- Supervise and/or manage team members in line with the organisation's policies and procedures, supporting them to grow personally and professionally.
- Work within an agreed budget, in line with the organisation's scheme of delegation and financial procedures.

Organisation Wide Responsibilities

- Comply with relevant equality and diversity policies, promoting a healthy working environment where all individuals are valued.
- Comply with relevant health and safety policies, seeking to minimise hazards for others.
- Support the development and implementation of sustainability initiatives within the organisation.
- Comply with relevant data protection policies, ensuring General Data Protection Regulations are considered when making plans and decisions.
- Establish and maintain excellent working relationships with students, volunteers, staff and individuals outside of the Students' Union (for example the University).
- Comply with the Students' Union's constitution and other governing documents, recognising and celebrating the contribution of members to leading our work.
- Work as part of a wider team, undertaking any other reasonable duties appropriate for the grade that may be required by the organisation.

Person Specification.

EDUCATION AND TRAINING	ESSENTIAL	DESIRABLE
Undergraduate degree or equivalent experience.	X	
Professional qualification: NVQ level 3 in advice work or similar.		X

EXPERIENCE AND KNOWLEDGE		
Minimum one year's supervision/line management experience.	X	
Experience of delivering face-to-face and virtual advice services in a student-facing environment or similar setting.	X	
Developing systems that measure and capture impact/satisfaction according to set criteria.	X	
Experience of delivering workshops, group presentations and training.		X
Excellent knowledge of Higher Education and the issues affecting students, including relevant legislation such as the 1994 Education Act and the Housing Acts 1996 and 2004.	X	

SKILLS AND ABILITIES		
Excellent communicator with an ability to communicate with a diverse audience or stakeholders.	X	
Ability to always ensure impartiality and confidentiality are maintained within service delivery.	X	
Ability to produce high-quality written briefings, papers and presentations that persuade others.	X	
Ability to plan, project manage and monitor performance to ensure service delivery is effective.	X	
Ability to work across an organisation and engage with external stakeholders to build consensus.		X

VALUES	
Student Focused: Everything we do will have the students at the heart of it.	X
High Quality: Expectations are high, and we must exceed them.	X
Inclusive: We will offer a diverse range of activities and services which are fulfilling and accessible.	X
Brave: We should be bold and not afraid to challenge the status quo.	X
Trustworthy: We will ensure that we are transparent, honest and fair in what we say and do.	X

Next steps.

Simply head over to su.rhul.ac.uk/jobs, navigate to the role you'd like to apply for and fill in your contact details. Remember to add your CV and covering letter at this point when requested by the system.

We can't accept any applications that are sent direct by email so you need to ensure it all goes through our online portal. After applying we'll be in contact via email using the address you used when filling in the application form.

Finally, we wish you the best of luck in your application. If you have any questions, you can email us at surecruitment@su.rhul.ac.uk.

The legal stuff.

All positions are subject to applicants making themselves available to attend interviews, inductions and training days.

Successful applicants will need to submit proof of eligibility to work in the UK before employment. The document submitted will be photocopied and held in accordance with the Data Protection Act 2018 and UK GDPR. This will be done after an offer of employment is made.





Data protection when applying for a role at RHSU.

We're committed to data protection and it's important to know what's happening with your data when you apply for a job role. That means we'll only use the information you supply for the purposes of progressing your application (or to fulfil legal or regulatory requirements if necessary) and we'll never share your information with any third parties for marketing purposes or store it outside of the European Economic Area.

For detailed information on data protection during the recruitment process head over to su.rhul.ac.uk/privacy.

Equal opportunities.

We're committed to ensuring our workforce accurately reflects the diversity of the world we live in. We positively encourage applications from all individuals irrespective of their gender, age, home country, ethnic background, sexuality, religious beliefs or disability.

All candidates will be treated equally and all appointments made on merit. If you have any questions about any of the roles, please don't hesitate to get in touch with us at surecruitment@su.rhul.ac.uk.