

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



RECRUITMENT PACK:
ADVICE CENTRE
MANAGER

Welcome.

Thank you for your interest in joining Royal Holloway Students' Union (RHSU).

Working in a students' union is a unique experience where a collection of like-minded individuals come together to champion students' interests.

If you're passionate about being part of an organisation that challenges the status quo to deliver real change and unforgettable experiences, you've come to the right place. Whether it's offering helpful advice on that nagging academic issue, campaigning for changes on campus, or putting on great events and extracurricular opportunities, we cover a lot of bases.

By downloading this pack, you've already taken the first step towards joining our mission of making student life better at Royal Holloway. As part of our new strategy, Building Community, Leading Change, you'll play a key role in helping us deliver on our mission and make a real impact on students' lives.

The rest of the pack covers everything about the SU including how we work, our generous benefits package, and the strategy that drives us forward as an organisation. If you like the sound of what we have to offer, we look forward to hearing from you!



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A bit about us.

The Students' Union is a student-led organisation that represents 13,000+ students across our Egham and Central London campuses. The activities and services we offer are really wide-ranging and include things like supporting over 160 student-led Communities, and ensuring we represent students' academic interests. 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 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 commercial 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 an independent 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 lay 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	Olivia Davies
Vice President Education	Matthew Paterson
Vice President Wellbeing & Diversity	Vaishnavi Vajja
Vice President Societies & Sport	David Gallardo González
Student Trustees	
	Tomasz Ostrowski
	Poppy Coates
	Fatima Sorrentino
Lay Trustees	
	Lydia Halls
	Mike Johnson
	Rory Shanks
	Nicholas Yassukovich
	Helen Beurier

Our management.

The Chief Executive Officer is responsible for providing effective strategic and operational leadership to ensure the successful delivery of RHSU's mission, vision, and organisational priorities.

In conjunction with the President, the position must balance the need to drive and deliver sustainable income streams with ensuring continuous improvement of student satisfaction, engagement and representation. The role works closely with the elected officers supporting them to ensure that the vision, goals and core values of the Students' Union are achieved.

The Chief Executive Officer is supported by a professional Senior Leadership Team which has specific responsibilities for implementing the day-to-day management of the Union. We employ a full-time team of c.50 permanent staff an average of 250 student staff. Last year, we paid over £800k into students' pockets through employment opportunities with us.

Our finances.

The Students' Union has two main sources of income – an annual grant from the University and the income generated through our Commercial Services. We are a charity and a not-for-profit organisation. All surplus generated within the organisation is reinvested into the facilities and services provided across the organisation for our members.

We represent students.

Leading on research and insight that can positively influence students' academic and co-curricular student experience, we ensure effective representation locally, regionally and nationally. Our Sabbatical Officers sit on University committees and engage with key stakeholders to ensure we build stronger student voice and advocate for students.

Our departments.

We have three distinct departments: Community Engagement; Commercial and Building Services; Finance and Resources.

Community Engagement.

Forming the backbone of the organisation, Community Engagement includes Student Opportunities, Student Voice, the Advice Centre, Union vv and Marketing & Communications departments.

This is a wide-ranging area that encompasses academic representation, elections, and supporting our 160 student-led Communities which range from societies, media outlets and sports clubs to our inclusion and academic communities.

Commercial and Building Services.

We operate a range of commercial services to enhance student experience on campus: the SU Venue, The Packhorse, and the Union Shop.

These services enable us to employ an average of 250 student staff who gain valuable transferable skills, as well as lifelong friendships.

We also run a weekly Market Day during term time featuring bread and pastries, and a range of international street food stalls.

Finance and Resources.

This department is responsible for everything from finance and processing our £6m annual turnover, to our people and culture team, and the recruitment and engagement of our permanent and student staff workforce, to broader compliance and IT infrastructure.

Our 25-26 officers.

Each year, the student body elects four Sabbatical Officers to work full-time in the Students' Union for one year.

These Officers take the lead on a wide range of issues affecting student life. They listen to student voices, run impactful campaigns, and collaborate with key stakeholders to drive meaningful policy change.

RHSU Priority 8 ensures that the Union's work is shaped directly by students. Rather than relying solely on Officer manifestos, students vote on the issues that matter most to them. The eight most important themes, chosen through this process, become the core priorities that Sabbatical Officers focus on throughout the year—ensuring the Union remains truly student-led.



Olivia Davies
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.



Matthew Paterson
VP 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 University is decided.



Vaishnavi Vajja
VP 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.



David Gallardo González
VP 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 overall mission is to make student life better at Royal Holloway but how do we achieve this?

We're proud to be delivering our 2024–2027 strategy:
Building Community and Leading Change.

Strategic Aims:

- Building Communities for all Students
- Building Stronger Student Voice and Representation
- Providing Inclusive Activity and Spaces
- Providing Advice and Advocating for Students

Enabling Themes:

- People and Culture
- Physical and Digital Infrastructure
- Well-Governed and Sustainable

Our strategic plan and its aims will drive us forward in our mission to make student life better at Royal Holloway. Underpinning that work are our strategic enablers. We are recruiting and retaining staff who share our mission and values, investing in our physical and digital infrastructure to better support our members and staff, and strengthening our governance to ensure financial sustainability now and into the future.

Want to read more about our strategy?
Head to su.rhul.ac.uk/strategy.

Our values.

Our core values guide our work and behaviours and we're proud to be an organisation that challenges the status quo, whilst being a fun place to work.

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.



STAFF BENEFITS

Get that work-life balance right.

FINANCIAL WELLBEING

We provide tools for financial planning, early access to earnings, overdraft support, and employee discounts.

- Life assurance - 4 x Salary
- Season ticket loan
- Breakfast, tea & coffee provision
- Wagestream - Financial support platform
- Discounts through UniDays, StudentBeans, Wagestream and Westfield

PROFESSIONAL DEVELOPEMENT

We fund various personal and professional development options to help you thrive.

- Short training courses
- Accredited qualifications
- Online learning & reading materials
- Conferences & presentations
- Mentoring & coaching
- Shadowing colleagues
- Project leadership & volunteering

Plus: Free Open University and RHUL courses available!

PERKS

We offer many extra perks!

- RHSU loyalty scheme & 10% off food in our venues
- Free parking
- Cycle to work scheme
- Tech scheme
- Summer & Winter celebration events

ALLOWANCES

We offer allowances to support your life outside work, from enhanced parental leave to time off for significant life events.

- Enhanced family leave: Maternity, Paternity, Adoption
- Enhanced statutory leave provisions
- Relocation allowance

LEAVE & TIME-OFF

We value time away to rest and recharge, offering generous, flexible leave for you and your family. Staff can also use bank holidays flexibly to celebrate faith or cultural events.

- 22 - 27 days annual leave + 8 bank holidays
- Discretionary leave during winter
- Annual leave purchase scheme

WORK LIFE BALANCE

We're committed to a healthy work-life balance, offering flexible hours, hybrid work options, and supportive leave so you can succeed at work and enjoy life outside of it.

- Birthday day off
- Hybrid working
- Flexible summer working
- Development leave

HEALTH & WELLBEING

Your health and wellbeing are our priority. We provide tools to help you reach your personal wellness goal.

- Employee assistance programme
- Health cash plan via Westfield
- Gym discounts via Westfield



Our structure.

Senior Leadership Team

- Chief Executive Officer**
Tony Logan
- Head of Community Engagement**
Dan Curran
- Head of Finance & Resources**
Min Chauhan
- Head of Commercial Operations**
Vacant

Staff Team



COMMUNITY ENGAGEMENT

- >> **Student Opportunities**
 - Student Opportunities Manager
 - Societies Coordinator
 - Sports Club Coordinator
 - Student Opportunities Project Coordinator
- >> **Advice Centre**
 - [Advice Centre Manager](#)
 - Student Support Adviser
 - Student Support Adviser
- >> **Student Voice**
 - Change and Insight Manager
 - Research and Insight Coordinator
 - Academic Communities Coordinator
 - Community Engagement Coordinator
- >> **Marketing and Communications**
 - Marketing and Communications Manager
 - Graphic Designer
 - Graphic and Web Designer
 - Communications Coordinator

COMMERCIAL AND BUILDING SERVICES

- >> **Commercial Development**
 - Commercial Development Manager
 - Deputy Retail Manager
 - Retail Duty Manager (x3)
 - Retail Assistant (x3)
 - Partnerships and Projects Coordinator
- >> **Venue and Events**
 - Venue and Events Manager
 - Deputy Venues Manager
 - Assistant Venues Manager
 - Venues Technician
 - Membership Events Coordinator
- >> **Packhorse Pub**
 - Packhorse Manager
 - Deputy Manager
 - Assistant Manager
 - Assistant Manager
- >> **Building Services**
 - Building Services Manager
 - Facilities and Maintenance Coordinator
 - Helpdesk Coordinator

FINANCE AND RESOURCES

- >> **Finance**
 - Finance Manager
 - Senior Finance Coordinator
 - Finance Coordinator
 - Finance Administrator
 - Commercial Systems Administrator
- >> **Human Resources**
 - HR Manager
 - Senior HR Adviser
 - HR Coordinator
 - HR and Training Coordinator

Vacant

*Chart shows permanent staff team only

A LITTLE ABOUT US

900

EVENTS HELD ACROSS OUR VENUES

165

SOCIETIES AND SPORTS CLUBS

3843

STUDENT GROUP MEMBERS

386

ACADEMIC REPS

1200

STUDENT CASES DEALT WITH BY OUR ADVICE CENTRE

300+

STUDENT STAFF

51

PERMANENT STAFF

£808,021

01/08/23 - 31/07/24

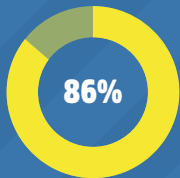
PAID TO STUDENT STAFF, PUTTING MONEY STRAIGHT BACK INTO THEIR POCKETS

CONGRATS!



AWARDS HANDED OUT ACROSS COLOURS BALL SOCIETY AWARDS, REP AWARDS AND STUDENT IMPACT AWARDS

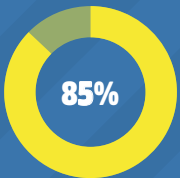
3,473 votes cast in the Leadership Elections



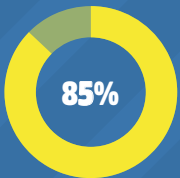
Staff say they can work flexibly when appropriate



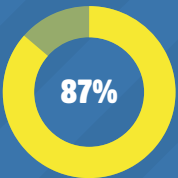
Staff feel colleagues trust and respect each other



Staff feel that their work contributes to the organisation's performance



Staff agree it's common practice for experienced colleagues to coach and mentor new starters



Staff feel they are treated with fairness, respect and dignity at work

Results taken from our 2025 Employee Engagement Survey

Advice Centre Manager

Department(s)	Community Management
Team:	Advice Centre
Responsible To:	Head of Community Engagement
Repsonsible For:	Line management responsibility for: 2 x Student Support Adviser Additional team roles include: - Casual student staff, including Advice Assistants
Contract Type:	Permanent, full time
Office/Hybrid	Hybrid Working Policy in place with guiding principle of 60% office based (role dependent)
Hours of Work:	35 hours per week. Some unsociable hours will be required to support projects and events across the year.
Salary:	Grade 6: £38,168 Salary is subject to RHSU's Pay & Reward Policy which includes an opportunity for annual pay progression.
Purpose of Role:	To lead the development and delivery of all work related to the efficient operation of the Students' Union's Advice Centre. To support advisors in providing up-to-date advice and support to students with academic, housing and wellbeing issues. To manage a range of education and outreach campaigns to support students throughout their time at Royal Holloway. To work with the wider organisation to ensure the insight and experience we learn from students are effectively tackled through our wider work.

Strategic Alignment

The role will make a significant contribution to the overall strategic success of the organisation with a particular focus on providing advice and advocating for students.

This will be delivered through the following enabling themes:

- Educate - raise awareness for students on their rights whilst at university, in an interactive and accessible way so that all students can find the information they need at the right time.
- Listen - Offer an independent and confidential space for students to be heard, with empathy that builds trust and gives them support
- Guide - Provide a platform with tailored advice for students to assist in solving the challenges they face and when we are not best placed to help, we will work with you to find other services that can provide support
- Advocate - Ensure students are treated fairly and justly when it comes to their rights, standing up for them when needed and empowering them to be facilitators of change

Departmental Plans

The role will contribute to projects across the entire organisation. The role will specifically contribute to the Advice Centre's annual plans including the delivery of free, confidential and impartial advice in addition to education and outreach work and supporting wider University teams with events and activities.

Key Responsibilities

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 Community Engagement any issues that may escalate or pose a risk to the service or to the Students' Union.

Casework and 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.

Education and Outreach Support:

- 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.

Communications:

- Work with the Marketing & Communications team to lead on the annual plan for communication content to students for online and print publications.
- Ensure the advice pages on the Students' Union website are kept up to date, relevant news stories and social media posts are generated and outreach initiatives are appropriately marketed.
- Build and maintain excellent working relationships with relevant stakeholders such as University colleagues or local organisations, ensuring communication is fluid and issues are escalated appropriately.

Other Duties

- To attend appropriate meetings and develop reports as and when required by the Union.
- To abide by the Union's Constitution, policies and procedures and all relevant University policies and regulations at all times.
- To contribute to the positive image of the Union with students, the University and the local community.
- 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).
- To undertake other tasks and responsibilities compatible with the level and nature of the post as required by the Chief Executive Officer.
- Identify possible improvements to the service and suggest these to the Advice Centre Manager.

Staff & Financial Responsibilities

- Recruit and induct staff within the organisation as appropriate.
- Manage team members in line with the organisation's policies and procedures, supporting them to grow personally and professionally.
- Work within and agreed budget, in line with the organisation's scheme of delegation and financial procedures.
- Keep up to date knowledge on RHUL policies (including but not limited to appeals, complaints, academic misconduct) and relevant legislation.
- Monitor relevant and current legislation from the sector considering how this will affect our students (including but not limited to housing law such as the Renters' Rights Bill).

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.

The list of responsibilities is not exhaustive, and you may be required to contribute to other organisational projects as needed

Person Specification.

Requirements

Candidates/post holders will be expected to demonstrate the following.

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 years' supervision/line management experience	x	
Experience of delivery face-to-face and virtual advice services in a student-facing environment or similar setting	x	
Developing systems that measure and capture impact/satisfactions according to set criteria		x
Experience delivering workshops, group presentations and training		x
Excellent communicator with a keen focus on customer service	x	

SKILLS & ABILITIES

Knowledge of higher education, Students' Unions and the current issues facing students, including relevant legislation such as Housing.	x	
Ability to communicate to high standard and ensure delivery of a high-quality customer service.	x	
Ability to work across an organisation and engage with external stakeholders to build consensus.		x
Ability to always ensure impartiality and confidentiality.	x	
Ability to plan, project manage and monitor performance to ensure service delivery is effective.	x	
Excellent communicator with a keen focus on customer service.	x	

ALIGNMENT WITH UNION VALUES

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

Next steps.

Applying for the Role.

Simply head over to www.rhsu.careers, 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 deadline for receipt of applications is strictly:

Wednesday 3 December 2025.

Interviews will be held on week commencing:

Monday 8 December 2025.

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.

