# Casual Staff Role: Job Description & Person Specification

## Section 1: Key Information

<table>
<thead>
<tr>
<th><strong>Job Title</strong></th>
<th>Advice Centre Assistant</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Department</strong></td>
<td>Membership Support &amp; Engagement</td>
</tr>
<tr>
<td><strong>Team</strong></td>
<td>Advice Centre</td>
</tr>
<tr>
<td><strong>Responsible to</strong></td>
<td>Advice Centre Manager</td>
</tr>
<tr>
<td><strong>Responsible for</strong></td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Contract type</strong></td>
<td>Zero Hours (in accordance with the needs of the organisation)</td>
</tr>
<tr>
<td><strong>Hours of work</strong></td>
<td>Monday to Friday 9am-5pm. Ideally 12 hours spread over 3 days however this is not a requirement. Some unsociable hours may be required at certain points in the year.</td>
</tr>
<tr>
<td><strong>Hourly Rate of Pay</strong></td>
<td>£11.54 per hour</td>
</tr>
<tr>
<td><strong>Purpose of role</strong></td>
<td>To assist Student Advisors in the provision of a high-quality advice service to students relating to issues impacting their lives whilst at University.</td>
</tr>
</tbody>
</table>
Section 2a: Key Deliverables

To help make this job description as clear as possible, we’ve included three examples of the type of work/jobs you’ll be asked to do on a regular basis as part of this role.

- Triage cases, providing basic advice and information to students, signposting to internal and external support services (training will be provided).
- Carry out administrative tasks, such as entering student details on our case recording system.
- Assist in the delivery of the Advice Outreach & Communications plan, including outreach events.

Section 2b: 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.
## Section 3: Person Specification

<table>
<thead>
<tr>
<th>Education &amp; Training</th>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Must be a current Royal Holloway student in the 2024/25 academic year</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td><strong>Experience &amp; Knowledge</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>General knowledge of issues that affect RHUL students’ lives</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Experience of working with the public</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Experience of giving advice or information in a professional setting.</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Experience of approaching difficult and/or sensitive situations in a professional manner</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Experience of renting privately in the UK</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Experience dealing with vulnerable people, e.g. someone in a mental health crisis</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Experience of using an advice service, such as Citizens Advice Bureau</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Knowledge of some of the Advice Centre’s work</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td><strong>Skills &amp; Abilities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Excellent written and verbal communication skills</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Confident in IT skills and learning how to use new systems</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Proactive and able to take initiative</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Able to ensure impartiality and confidentiality at all times</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td><strong>Values</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>We’re a values-led organisation, which means we’re keen to attract applicants who share our priorities. We’re keen to hear about times you’ve demonstrated the following:</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Student Focused: everything we do will have students at the heart of it.</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>High Quality: your expectations are high, and we must exceed them</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Inclusive: we will offer a diverse range of activities and services which are fulfilling and accessible.</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Brave: we should be bold and not afraid to challenge the status quo.</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Trustworthy: we will ensure that we are transparent, honest and fair in what we say and do.</td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>