

Casual Staff Role: Job Description & Person Specification

Section 1: Key Information

Job Title	Advice Centre Assistant
Department	Membership Support & Engagement
Team	Advice Centre
Responsible to	Advice Centre Manager
Responsible for	N/A
Contract type	Zero Hours (in accordance with the needs of the organisation)
Hours of work	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.
Hourly Rate of Pay	£11.54 per hour
Purpose of role	To assist Student Advisors in the provision of a high-quality advice service to students relating to issues impacting their lives whilst at University.

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 with 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

Education & Training	Essential	Desirable
Must be a current Royal Holloway student in the 2024/25 academic year	X	
Experience & Knowledge		
General knowledge of issues that affect RHUL students' lives	X	
Experience of working with the public		X
Experience of giving advice or information in a professional setting.		X
Experience of approaching difficult and/or sensitive situations in a professional manner	X	
Experience of renting privately in the UK		X
Experience dealing with vulnerable people, e.g. someone in a mental health crisis		X
Experience of using an advice service, such as Citizens Advice Bureau		X
Knowledge of some of the Advice Centre's work		X
Skills & Abilities		
Excellent written and verbal communication skills	X	
Confident in IT skills and learning how to use new systems	X	
Proactive and able to take initiative	X	
Able to ensure impartiality and confidentiality at all times	X	
Values		
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:		
Student Focused: everything we do will have students at the heart of it.	X	
High Quality: your 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	