

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



**RECRUITMENT PACK:**  
**STUDENT SUPPORT**  
**ADVISER**

# Welcome.

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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 laying 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. Being part of our new strategy in Building Community, Leading Change you can play a key role in helping us to deliver on our mission and having a real impact on student's 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 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, 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 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	Oliver Case Tomasz Ostrowski Eleanor Wooller
Lay Trustees	Lydia Halls Mike Johnson Rory Shanks Nicholas Yassukovich Helen Beurier

## Our management.

Acting as Secretary to the Board of Trustees, it is the role of the Chief Executive to ensure effective and efficient strategic and operational leadership of RHSU.

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 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 and 300 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 Services; Finance and Resources.

### Community Engagement.

Forming the backbone of the organisation, Community Engagement includes Student Opportunities, Student Voice, the Advice Centre, and the Union Helpdesk.

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 Services.

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

These services enable us to employ over 300 student staff who gain valuable transferable skills, as well as lifelong friendships.

We also run a weekly Market Day during term time featuring fresh fruit and veg, 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.

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.



**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.

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**Our overall mission is to make student life better at Royal Holloway but how do we achieve this?**

We are excited to launch our brand new strategy  
Building Community, Leading Change for 2024-2027.

## **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

Enabling our purpose and strategic aims, these areas form the backbone of our plan. Firstly, we must recruit great people who share our values and believe in our mission, fostering a collaborative and inclusive culture. Next, we must get our governance in order and invest in our physical and digital infrastructure to ensure it is fit for purpose. We also need to think sustainably in our everyday practices to ensure RHSU and the environment can thrive for years to come.

Want to read more about our strategy? Head to [su.rhul.ac.uk/strategy](https://su.rhul.ac.uk/strategy).

# Our values.

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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 DEVELOPMENT

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 Management Team

Senior Leadership Team

**Chief Executive Officer**

Tony Logan

**Chief Operating Officer**

Max Ross

**Head of Finance & Resources**

Min Chauhan

**Head of Community Engagement**

Dan Curran

**Deputy Head of Venue Operations**

Frankie Foley

Vacant

\*Chart shows permanent staff team only

## Staff Team



**COMMUNITY ENGAGEMENT**

**>> Student Opportunities.**

Student Opportunities Manager  
Societies Coordinator  
Sports Clubs Coordinator  
Helpdesk Coordinator  
Student Opportunities Project Coordinator

**>> Student Voice.**

Change & Insight Manager  
Academic Communities Coordinator  
Community Engagement Coordinator  
Research & Insight Coordinator

**>> Advice Centre.**

Advice Centre Manager  
Student Support Adviser (x2)

**>> Marketing & Communications.**

Marketing & Communications Manager  
Senior Communications Coordinator  
Communications Coordinator  
Graphic Designer  
Graphic & Web Designer

**COMMERCIAL SERVICES**

**>> Entertainment & Events.**

Entertainment & Events Manager  
Membership Events Coordinator  
Venue Technician

**>> Licensed.**

Venues Manager  
Venues Deputy Manager  
Venues Assistant Manager (x2)  
The Packhorse General Manager  
The Packhorse Deputy Manager  
The Packhorse Grill Chef  
Trading Services Admin Assistant

**>> Retail.**

Union Shop Manager  
Union Shop Deputy Manager (x2)  
Union Shop Duty Manager  
Administration Coordinator  
Union Shop Assistant (x3)

**>> Premises.**

Facilities and Maintenance Assistant

**FINANCE AND RESOURCES**

**>> Finance.**

Senior Finance Coordinator  
Finance Coordinator (x2)

**>> Human Resources.**

Interim HR Manager  
Senior HR Advisor  
HR & Training Coordinator  
HR Coordinator



# Student Support Adviser

## (Academic & Housing)

Responsible to:	Advice Centre Manager
Department:	Community Engagement
Team:	Advice Centre
Contract Type:	Permanent
Hours of Work:	35 hours a week. Some unsociable hours will be required to support projects and events across the year.
Salary:	£28,248
Purpose of Role:	<p>To ensure the efficient operation of the Students' Union's Advice Centre.</p> <p>To provide up-to-date advice and support students with academic, housing and wellbeing issues.</p> <p>To signpost students appropriately to other relevant services that the University or community may provide.</p> <p>To run a range of education and outreach campaigns to support students throughout their time at Royal Holloway.</p> <p>To work with the Marketing team to devise relevant and topical outreach communications based on knowledge and experience of current issues facing students in higher education</p>

Strategic Alignment:	<p>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.</p> <p>This will be delivered through the following enabling themes:</p> <p><b>Educate</b> - 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.</p> <p><b>Listen</b> - Offer an independent and confidential space for students to be heard, with empathy that builds trust and gives them support.</p> <p><b>Guide</b> - 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.</p> <p><b>Advocate</b> - 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</p>
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Departmental Plans:	<p>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.</p>
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## Key Deliverables.

### Casework and Advocacy

- Deliver high quality, timely, appropriate, and confidential advice that is responsive to students' needs.
- Providing information, advice, and assistance to RHUL students on a range of matters, including academic and housing issues, and follow up to ensure that matters have been resolved as far as possible.
- Make appropriate referrals to the University and other external agencies as necessary.
- Conduct confidential interviews with students both face to face and online. Accompany students to academic and non-academic disciplinary hearings.
- Maintain accurate and up-to-date case records using a case management system, ensuring records are comprehensive and all advice given, outcomes achieved, and other relevant information is recorded appropriately.
- Report to the Advice Centre Manager or Head of Community Engagement on any issues that may escalate or pose a risk to the service or to the Students' Union.
- Provide data and reports to the Advice Centre Manager to support service delivery and reporting processes.
- Put systems in place to regularly evaluate and review impacts and outcomes for students.

### Education and Outreach Support

- Work closely with the Marketing team to devise an appropriate and responsive programme of outreach communications for students.
- Co-facilitate workshops, presentations and training to students and staff on relevant topics.
- Support with the planning, organisation and delivery of educational campaigns to engage students in issues they are currently facing.
- Research into student trends and common issues to direct the work of the outreach communications and programme of proactive engagement.
- Promote the Advice Centre to students and wider RHUL community through the development of resources, delivery of presentations and training and participating in events and activities.

### Communications

- Assist in maintaining the information available to students, including drafting content for online and print publications.
- Contribute to the updating of the Advice Centre webpages and other content, ensuring accuracy and relevance of information and resources.
- Assist with presentations and workshops for students and staff at RHUL.
- 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.
- Work with the Marketing team to build our Advice Centre's promotion through social media and inform the communication of advice to students.

### 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

- Work within an 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.

Person Specification.

EDUCATION & TRAINING	ESSENTIAL	DESIRABLE
Undergraduate degree or equivalent experience in the higher education sector.	x	

EXPERIENCE & KNOWLEDGE	ESSENTIAL	DESIRABLE
Experience of giving face-to-face and telephone advice in a student-facing environment or similar setting.		x
Experience of supporting others as part of a paid or voluntary role.	x	
Experience of delivering workshops, group presentations and training.		x
Knowledge of higher education, Students’ Unions and the current issues facing students, including relevant legislation.	x	
Ability to always ensure impartiality and confidentiality.	x	
Ability to maintain up-to-date and accurate records.	x	
Excellent communicator with a keen focus on customer service.	x	

SKILLS & ABILITIES	ESSENTIAL	DESIRABLE
Knowledge of higher education, Students’ Unions and the current issues facing students, including relevant legislation.	x	
Ability to communicate to high standard and ensure delivery of a high-quality customer service.	x	
Ability to always ensure impartiality and confidentiality.	x	
Excellent communicator with a keen focus on customer service.	x	

VALUES, ATTITUDES & PERSONAL STYLE	ESSENTIAL	DESIRABLE
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 & 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	



A LITTLE ABOUT US

900

EVENTS HELD ACROSS OUR VENUES

161

SOCIETIES AND SPORTS CLUBS

4065

STUDENT GROUP MEMBERS

298

ACADEMIC REPS

749

STUDENT CASES DEALT WITH BY OUR ADVICE CENTRE

300+

STUDENT STAFF

50

PERMANENT STAFF

£808,021

01/08/23 - 31/07/24

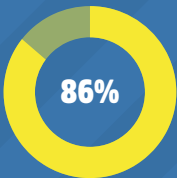
PAID TO STUDENT STAFF, PUTTING MONEY STRAIGHT BACK INTO THEIR POCKETS

CONGRATS!

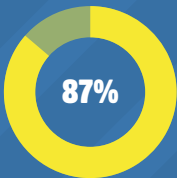


AWARDS HANDED OUT ACROSS COLOURS BALL SOCIETY AWARDS, AND REP AWARDS

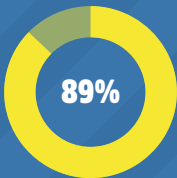
12,822 votes cast in the Leadership Elections



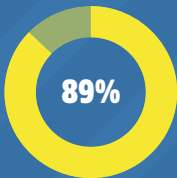
Staff say they can work flexibly when appropriate



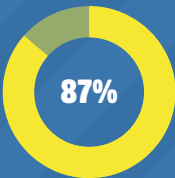
Staff feel colleagues trust and respect each other



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



# Next steps.

Simply head over to [su.rhul.ac.uk/jobs](https://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](mailto: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](https://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](mailto:surecruitment@su.rhul.ac.uk).