

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	Casual zero hours contract but we are ideally seeking c. 20 hours per week commitment during term-time only.
Hours of work	Monday to Friday between 9am-5pm, term-time only. Ideally 20 hours spread over 4 or 5 days. Some unsociable hours may be required at certain points in the year
Hourly Rate of Pay	£8.36 (excluding holiday pay) £9.36 (including holiday pay)
Purpose of role	<p>The Students' Union offers a free, confidential advice service to Royal Holloway students, which is independent of the University. It is run by professional Student Advisors who specialise in academic support (i.e. academic misconduct, extenuating circumstances etc.) and housing advice (both within Halls and the local community), they also advise and signpost students across a wide range of wellbeing issues. It is a small team of 2 professional staff but the number of students they see is high – with an average of 100 students being supported each month. Please see our website for more information https://www.su.rhul.ac.uk/advice/.</p> <p>The Advice Centre Assistant will assist our professional Student Advisors in the provision of a high quality advice service to students relating to issues impacting their lives whilst at University.</p>

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 management 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
Current RHUL student	X	
Experience & Knowledge		
General knowledge of issues that affect RHUL students' lives	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 SU Advice Centre's work	X	
Skills & Abilities		
Ability to build and maintain excellent relationships with different stakeholders	X	
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	