



JOB DESCRIPTION

JOB TITLE:	Advice Centre Manager (Ref ACM/1009)
DEPARTMENT:	Student Advice Centre
REPORTING TO:	Director of Membership Involvement
RESPONSIBLE FOR:	Student Advice Centre staff
JOB PURPOSE:	To manage and develop the Student Advice Centre, in accordance with the Union's mission, vision and values, and to provide advice and casework in one or more categories of advice.

MAIN DUTIES AND RESPONSIBILITIES

1. Manage and develop the provision of an information, advice, casework and representation service for students.
2. Produce and deliver an annual business plan and departmental plan for the Student Advice Centre.
3. Review regularly and ensure delivery of the Student Advice Centre's service standards and policies and procedures.
4. Produce an annual budget for the Student Advice Centre and ensure that the service operates in line with the agreed budget.
5. Lead and manage the Student Advice Centre staff team.
6. Establish, and keep under review, a clear strategy for marketing the Student Advice Centre to all sections of the Union's membership.
7. Maintain a sound general awareness of education and welfare issues, to enable effective management of the specialist advisers.
8. Brief the Union Officers on issues relating to the Student Advice Centre and liaise with them on representation and campaigns.
9. Maintain specialist knowledge and undertake advice and casework in one or more of the Advice Centre's specialist areas.
10. Other appropriate duties as may be agreed.

KEY WORKING RELATIONSHIPS

The post requires good working relationships with:

- Union Officers (particularly the Welfare Officer)
- Other Union staff
- University staff (particularly in the Department of Student Services and Accommodation and Campus Services)
- Appropriate local and national agencies.

HOURS OF WORK

Basic working week of 35 hours. Some additional hours will be required, including some occasional evenings and weekends, to fulfil the responsibilities of the post, for which no additional payment will be made and for which time off in lieu may not be appropriate.

DURATION OF CONTRACT

Permanent

CONTRACTUAL INFORMATION

JOB TITLE:	Advice Centre Manager
SALARY:	Union Administrative Grade 2 Grade 2.5 to 2.8 Ranging from £32,365 - £36,242 pa (fixed-point)
HOLIDAYS:	30 days per annum plus generous statutory and customary closure days
ADDITIONAL REQUIREMENTS:	All staff in the Student Advice Centre are expected to maintain at all times a high standard of professionalism especially in relation to confidentiality.
CLOSING DATE FOR APPLICATIONS	Friday 13 November 2009
INTERVIEW DATE:	Thursday 26 November 2009
START DATE:	As soon as possible
APPLICATION FORMS SHOULD BE RETURNED TO:	Email: Unionhr@shef.ac.uk (If you are subsequently invited to interview, you will be asked to sign your emailed form) Post: Human Resources Department University of Sheffield Union of Students Western Bank Sheffield, S10 2TG

NB – Please also return a completed Equal Opportunities Policy Monitoring Form with your application. This form can be found and downloaded at www.sheffieldunion.com/jobs (underneath the link to the application form).

We regret that we are unable to reply to applicants who are not shortlisted for interview. If you have not heard from us by 27 November 2009 please assume that you have not been successful and we thank you for your interest in this position.

EQUAL OPPORTUNITIES POLICY STATEMENT

The Union is committed to ensuring equal opportunities for all, treating **all** people with dignity and respect and aims to eliminate unfair and discriminatory practices. All employees and job applicants will be treated in the same way regardless of, amongst others, gender, colour, nationality, including citizenship, ethnic or national origin, age, socio-economic status, marital/parental status, family circumstances/commitments, sexual orientation, physical or mental disability, political or religious beliefs, spent or irrelevant convictions, or TU membership.

The aim of the policy is to ensure that no job applicant or employee receives less favourable treatment on any grounds which are not relevant to good employment practice.

The Union recruits staff purely on their relevant merit and ability, by ensuring fair recruitment and selection procedures. We give equal access to training and development opportunities and therefore aim to provide a developmental environment free from unfair discrimination.

The Union embraces the principles contained in the Race Relations Amendment Act (2000) in relation to our staff, in that it is committed to tackling race discrimination, promoting equality of opportunity and good race relations between people of all racial groups in all aspects of recruitment and selection, training/development and the implementation of our staff policies.

All duties are required to be carried out in accordance with this policy.

SMOKE FREE POLICY

A smoke free policy is in operation at the Union. It is a condition of every employee's contract of employment that (s)he complies with this policy.

IMMIGRATION, ASYLUM & NATIONALITY ACT

The Immigration, Asylum and Nationality Act (2006) states that all prospective employees, regardless of nationality, must prove their eligibility to work in the UK. You should be aware that, if appointed to the post, you will be required to provide documentary proof of your eligibility to work.

POSTAL CHARGES

If you decide to return your completed application form by post, please ensure that you use the correct amount of postage. The Union does not pay any excess postage charges and failure to pay the correct amount will result in non-delivery of your application. As an alternative, you may prefer to download the application form (available in Microsoft Word and PDF formats) from www.sheffieldunion.com complete this electronically and return it by email to unionhr@shef.ac.uk



PERSON SPECIFICATION

JOB TITLE: Advice Centre Manager **DEPARTMENT:** Membership Involvement

KEY: A = Application Form; I = Interview; T = Test/Exercise; R = References

	Criteria	Essential / Desirable (E/D)	Assessment Method
Specialist skills:	<ul style="list-style-type: none"> • Excellent advice and casework skills • Computer literate • Knowledge or experience of issues affecting students in higher education • Negotiation and advocacy skills 	E E D E	I A A/I I
Personal skills:	<ul style="list-style-type: none"> • Excellent communication skills (written, listening and oral) • Excellent interpersonal skills • Ability to lead and manage a team • Ability to work as part of a team and on own initiative • Excellent organisation skills • Ability to work successfully with a wide range of people • Positive team leadership – able to direct, motivate and support others in the achievement of goals 	E E E E E E E	A/I I I I A/I A/I I
Experience:	<ul style="list-style-type: none"> • General welfare advice experience • Experience of at least one of money, academic, housing, immigration or consumer advice • Experience of remaining areas of advice • Experience of managing a team or a service • Experience of working in a University or Students Union • Management of advice and/or advocacy service • Experience of marketing or of organising publicity campaigns 	E E D D D D D	A/I A/I A/I A/I A/I A/I A/I
Attitude:	<ul style="list-style-type: none"> • Ability to work under pressure and meet deadlines • Flexibility in responding to a varying workload • Commitment to working for the welfare of students and for a democratic organisation • Commitment to the principle of equal opportunities • Commitment to the Union's mission, vision and values • Commitment to a culture of innovation and continual improvement 	E E E E E E	I I A/I I I I
Qualifications/training:	<ul style="list-style-type: none"> • General welfare advice training • Educated to degree level or equivalent 	E D	A A
Other role specific requirements:	<ul style="list-style-type: none"> • Ability to maintain a confidential and professional approach in all areas of work • Willingness to undertake training relevant to the job role 	E E	I A/I