

**UNIVERSITY OF SALFORD STUDENTS’ UNION**

APPLICATION PACK:

Student Advisor

June 2018

**Notes for Applicants**

**SECTION 1: THE STUDENTS UNION**

We hope that by reading this information it will tell you a bit more about how the Students’ Union works and how it is governed and managed.

**1.1 The Students’ Union**

The University of Salford Students’ Union is the independent representative body of students at the University of Salford. The Students’ Union is a registered charity.

**Our Mission (why do we exist):**

We exist to serve students and inspire them to lead their development

**Our Vision (what we want to be): to be…….**

**“**theoutstanding organisation in the UK for delivering a positive student experience.”

**Our Values:**

The best thing about the University of Salford Students’ Union (USSU) is our culture. As we grow, we want to have a culture that we are proud to share with anyone who touches the Students’ Union.

We have six core values to define what exactly the USSU culture is. They are reflected in everything we do and every interaction we have. Our core values are always the framework from which we make all of our decisions.

We are……….

* **Passionate:** being enthusiastic and believing in students
* **Devoted to Integrity:** owning our behaviour and practicing what we preach
* **Dedicated:** having an in-depth understanding of all our students and their needs
* **Ambitious**: using innovative thinking to be the best
* **Open**: being transparent, accountable, sharing ideas and information
* **Enthusiastic about Equality:** bringing fairness and equality of opportunity into everything we do

The Union’s Strategic Plan for 2015 - 2018 states that the Union will achieve its mission by pursuing four themes:

* Support students to build authentic communities
* Provide opportunities for all students to create life changing experiences for themselves and others
* Provide a strong, democratic voice for students at local and national level
* Encourage students to take care of their wellbeing

**1.2 Governance**

The Union is democratically controlled by its members through the annual election of a team of student representatives who form the Union’s Trustee Board. The membership of the Trustee Board is as follows:

* Five Sabbatical Trustees (1 x President, 4 x Vice Presidents)
* Four Student Trustees
* Four Non Student Trustees (appointed by the sabbatical and student trustees)

The Trustees determine policy for all areas of Union activity. The Sabbatical Trustees are full time officers of the organisation and work for the Union for a year either during or at the end of their degree course in order to represent students on a full time basis

The Sabbatical Trustees work alongside the permanent Union staff to implement and carry out the strategy and policies set by the Trustee Board. The permanent staff team is managed by the Chief Executive, who is directly accountable to the Trustee Board for the Union’s performance.

**1.3 Finance & resources**

The Union receives an annual grant from the University to fund its activities, and has an annual turnover from its commercial operations in excess of £2m. The grant and the surpluses generated from the commercial operations enables the Union to spend over £900,000 on the direct provision of student representation, recreation and development activities. 35 people make up the permanent staff team and approximately 70 student casual staff members are employed on a seasonal basis. The Union has approximately 19,000 student members and provides services to a further 2,500 people who work in the University.

The Union’s offices are located on the main University campus, with some of its commercial services located elsewhere around the University. Staff may be required to work at any of these locations either temporarily or permanently, however, the Union does take personal circumstances into account as far as possible when deciding who works where.

**1.4 Student services**

The Union is involved in a very wide range of activities. Its core purpose is to represent students and provide activities for them to enhance the student experience. The Union organises campaigns on issues of concern to the generality of students, administers the work of over 110 different student activity groups, trains and develops over 500 student representatives and operates a Student Advice Centre.

The Union’s commercial activities and interests include three shops and a food led licensed venue. The Union also has commercial partnership agreements enabling it to house a print shop and a hairdresser within its building.

**1.5 Our Strategic Plan/ Staffing Structure**

The organisation is currently undergoing staffing re-structure to support the delivery of the strategic plan. This post is specifically aligned to the enabling theme ‘relationships and reputation’, but the post holder will be expected to work to support the delivery of all core strategic themes. These are:

**Supporting students to build authentic communities**

**Goal One:** Develop a vibrant USSU, providing excellent accessible facilities, activities and services that are friendly and meet the aspirations of all our students.

**Goal Two:** Create extensive opportunities for students to engage with USSU, and build communities anywhere, 24 hours a day, 7 days a week.

**Opportunities to create life changing experiences**

**Goal Three:** Develop a vibrant student community by providing sport, activities, volunteering and employment opportunities

**Goal Four:** Build a culture that encourages new ideas and captures the energy of our students and staff to create an innovative and responsive Students’ Union.

**A strong, democratic voice for students at local and national level**

**Goal Five:** Champion student interests, providing all students with a strong effective voice by supporting and empowering them, collectively and individually.

**Goal Six:** Embed democracy at the heart of USSU; valued by all our students and staff.

**Encourage and enable students to take care of their wellbeing**

**Goal Seven**: To engage students in considering their wellbeing as a way of helping to reach their full potential.

**Goal Eight:** To ensure all students have access to the right advice, services and activities to support their wellbeing.

Our key enablers are:

**Systems and Resources**

**People and Culture**

**Relationships and Reputation**

A full copy of our strategic plan can be found at <http://www.salfordstudents.com/about/governance/strategicplan>

**UNIVERSITY OF SALFORD STUDENTS’ UNION**

**Job description: Triage Assistant – Advice Centre**

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| --- | --- |
| 1. **Job Title:**
 | Triage Assistant |
| 1. **Responsible to:**
 | Head of Student Voice  |
| 1. **Purpose of Post**:
 | To deliver a high quality advice service to individual student members of the Students’ Union, through information, advice and guidance. Working with other Advisors and staff within the department to identify and tackle issues and concerns affecting the wider student body. |
| 1. **Salary:**
 | Grade 3: £17,764  |
| 1. **Hours of Work:**
 | Full/ Part Time – Hours of work are flexible |

1. **Main duties and Responsibilities:**
* To offer a triage service for students accessing the Students’ Union Advice Centre,
* Provide general advice, information, and support on a one to one and group basis, covering course related and wellbeing related issues.
* To refer students to other support services in the University when necessary to ensure they receive appropriate and professional support.
* To provide specific advice and support for on-course issues, including mitigation, submissions, absence, and other situations presented by students.
* To be familiar with relevant legislation as it affects student issues and respond accordingly.
* To assist with maintaining the skills and knowledge levels within the team, through contributions to team meetings and feeding back from training courses.
* With support from the Union, to maintain personal and professional development in line with the types of advice required, ensuring an up to date and professional service is delivered at all times
* To build and maintain effective working relationships with key stakeholders within the University and beyond, particularly with regard to student procedures, wellbeing and support
* To approach student support in a holistic manner, recognising that students may require support for a range of issues both academic and non-academic. Signposting and referring where appropriate, ensure that students are dealt with in a supportive

**All staff employed in the Advice Centre shall keep general details relating to any individual’s use of the service confidential except by prior agreement with that individual.**

**Person Specification**

Applicants should demonstrate evidence of the following criteria in their applications. We will use a range of selection methods to measure candidates’ abilities in these areas including reviewing your online application, seeking references, inviting shortlisted candidates to interview and other forms of assessment action relevant to the post.

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| --- | --- | --- | --- |
| **Criteria** | **Essential** | **Desirable** | **Tested By** |
| **Qualifications and Experience** |
| Evidence of the ability to demonstrate a proactive and supportive approach to working with students. | **x** |  | **A** |
| An appreciation and understanding of the issues affecting students in Higher Education. |  | **x** | **I** |
| Experience of developing and delivering training/ information sessions |  | **x** | **A/I** |
| **Knowledge and Skills** |
| Knowledge and understanding of academic issues and how these can impact on student welfare/ wellbeing | **x** |  | **A/ I** |
| Ability to analyse problems, interpret and understand complex data including academic regulations. |  | **x** | **A/I** |
| Ability to manage and resolve conflict with solution-focused guidance | **x** |  | **A/ I** |
| **Values & Personal Qualities** |
| Desire to work within a democratic student led environment | **x** |  | **I** |
| Understanding and commitment to equal opportunities | **x** |  | **A/I** |
| Highly motivated to deliver success | **x** |  | **A/I** |
| Confident and engaging communicator with ability to use initiative | **x** |  | **I** |

**Tested by:** A (Application form), I (Interview).

**Job advertisement**

**University of Salford and Students’ Union: Triage Assistant- Advice Centre**

**Starting Salary: £17,764 per annum**

**Who are we?**

We are a democratically run charity, led by elected [student representatives](https://www.salfordstudents.com/student-voice/officers) who work to represent our members academic interests and to make sure their University experience is the amazing, life changing experience it should be. We are independent of the University and work entirely for our members. Our aim is to help our members love their life at the University of Salford.

**What’s the job?**

The Advice Centre deals primarily with academic related casework and this role will take a triage approach to handling queries that come through the door, ensuring that students get support in a quick and reliable manner. This role is instrumental to our work in supporting and representing students at the University of Salford. We are looking for someone who is focused on empowering individual students by providing non-judgemental support and guidance.

**Who you are**

You will be an enthusiastic, empathetic and solution-focused individual with a passion to improving the lives of students. This position will provide you with excellent experience to work in a person centred, advice and guidance or support role.

We encourage applications from current students and recent graduates – this role is open for either full time or part time working hours. We want the right person to deliver the very best for our students.

**Application**

If you think you have what it takes to excel in this position, please download the recruitment pack at [www.salfordstudents.com/jobs](http://www.salfordstudents.com/jobs) and send us an application.

Deadline for applications is 23:59 on Sunday 17 June 2018.