# Glasgow University Students’ Representative Council

# Advice & Representation Officer

**Job Description and Person Specification**

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| **Location:**  | John McIntyre Building, University Avenue, Glasgow G12 8QQ  |
| **Salary:**  | Salary: £22,847 – £27,924(Appointment at level commensurate with skills and experience).  |
| **Hours:****Length of Appointment** | 35 Hours Per week – Flexible WorkingTemporary appointment to 24th June 2022 |
| **Probationary Period:**  | 6 Months |
| **Pension:** | GUSRC will make a pension contribution of 8% to the National Employment Savings Trust (NEST). Employee contribution 4%  |

**About GUSRC**

Glasgow University Students’ Representative Council (GUSRC or SRC) is an independent registered charity whose primary function is to represent and support all students at the University of Glasgow. As well as representing students, we provide a range of support services and social and personal development opportunities. The organisation is made up of a council of 40 annually elected student officers, led by 4 paid sabbatical student officers, as well as a team of full and part-time staff who are led by the Permanent Secretary and department managers.

**Summary and background to the post**

A key aim of the Advice Team is to provide high quality advice, information and representation to the students of the University. In addition, the casework coming through the Advice Centre is fundamental in forging the links between the actual issues facing students and the SRC’s campaigning priorities.

The successful candidate will spend a large amount of their time advising and advocating for individual students on a broad range of issues. They will also play a role in policy development through preparation of briefing reports and other policy-related tasks, to help shape and deliver the SRC’s policy and campaigning priorities.

The post requires a complex range of skills, knowledge and experience and it is unlikely that there are many individuals with the requisite expertise in all areas. However, we are committed to ensuring existing and new staff enjoy access to a broad range of training and personal development opportunities in order to build on current expertise and address any perceived gaps in knowledge.

# Purpose of Post

The provision of high quality, impartial advice and advocacy, to students and prospective students of the University of Glasgow.

To enhance the SRC’s representative function through the provision of appropriate briefings, support, and training to student representatives.

#### Duties and Responsibilities

#### 1. Advice and Representation

1.1 Inform, advise and advocate for University of Glasgow students predominantly but not exclusively in the following areas:

* Academic Appeals, Complaints and Disciplinary Matters
* Housing issues
* Student Financial Support and Benefits
	1. Record and maintain confidential information about student enquiries using an electronic database.
	2. Provide advice that is free, confidential, non judgemental and impartial.
	3. Refer to other sources of specialist advice where appropriate.

##### 2. Policy Development, Research and Campaigning

2.1 Work with other Advice Team colleagues, Elected Officers and the Permanent Secretary in raising awareness of issues impacting on student welfare and quality of life.

2.2 Produce briefings as required on issues affecting Higher Education and Glasgow University for SRC Senior Management and Executive.

2.3 Develop and maintain links to keep up to date with legislative and policy changes.

* 1. Assist with the development and delivery of training for SRC Council Members, School/College Representatives and Course Representatives.
	2. Support Elected Officers in their representative role on University Committees by receiving copies of Committee papers and briefing members on relevant issues.

2.6 Liaise with external agencies where required, on matters of mutual concern.

##### 3. Service Monitoring and Development

3.1 Liaise, through the line management structure, with appropriate Elected Officers, University Schools and Services and external agencies in terms of service planning and joint initiatives.

3.2 To assist in identifying trends and new areas of need and work with the Permanent Secretary in developing strategies to enable the service to meet new demands.

**4. Professional Development**

4.1 Develop and retain an understanding of policies and legislation pertaining to student welfare and education.

4.2 Attend relevant training events, conferences etc.

**5. Miscellaneous**

5.1 Perform such other duties as may from time to time be required by the Permanent Secretary.

5.2 Work in a manner that reflects the values of the organisation as outlined in the constitution and strategic plan.

* 1. Act in accordance with all organisational policies and procedures.
	2. Participate in the strategic planning and review process.
	3. Able to work occasional evenings or weekends.

**6. Accountability and Management**

6.1 Responsible on a day-to-day basis to the Head of Advice.

**7. Additional Notes**

The job description outlines the main responsibilities/duties of the position. It is designed for the benefit of the post holder and GUSRC in understanding the prime functions of the post. It should not be regarded as exclusive or exhaustive.

The job description may be reviewed in light of a change in priorities or changing team/operational requirements.

###### Person Specification

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| **Attributes** | Essential | **Desirable** |
| Experience | * At least one year working in an advice service role
* Working on own initiative with minimum supervision, and as part of a team
* Producing reports, written information, and briefing materials
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| Knowledge &Skills | * Knowledge of one or more of the following areas:
1. Benefits/Tax Credits
2. Housing (Private Rented Sector)
3. Money Advice
4. Student Financial Support
5. Issues pertaining to academic advice work
* Ability to manage time effectively and prioritise
* Ability to analyse and evaluate complex information
* Ability to communicate effectively both verbally and in writing to a variety of audiences
* Self-Motivated, Confident and Flexible
* Strong Negotiation Skills
* Computer Literate. Proficient in use of common IT Packages
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| Qualifications |  | * Qualification in a relevant discipline
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| Motivation & Outlook | * Approachable, Personable
* Commitment to Social Justice and understanding of equal opportunities principles and practise
* Motivated, Empathetic and Flexible
* Team Player
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