

GUSRC

Advice ,Training and Policy Officer Job Description and Person Specification

Location:	John McIntyre Building, University Avenue, Glasgow G12 8QQ
Salary:	£18,710 - £24,403 (University Grade 5) (appointment at level commensurate with skills and experience)
Hours:	34 hours per week, Flexi Time and TOIL system in operation.
Probationary Period:	6 Months
Pension:	GUSRC will make a contribution of 6.75% to a pension scheme of your choice (commencing after 6 months employment)

Summary and background to the post

Three years ago, we combined our separate welfare and academic advocacy services along with our training section into one multi-faceted Advice Centre. Our key objective is to strengthen the linkages between the *actual* issues facing students and the SRC's campaigning priorities.

The successful candidate will spend part of her/his time advising individual students on a broad range of issues. Crucially s/he will also play a key role in policy development through preparation of briefing reports, and training, in order to shape the SRC's policy and campaigning priorities.

We recognise that this 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 training and support material 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 Welfare Benefits

1.2 Record and maintain confidential information about student enquiries.

- 1.3 Provide advice that is free, confidential, non judgemental and impartial.
- 1.4 Refer to other sources of specialist advice where appropriate

2. Policy Development, Research and Campaigning

- 2.1 Work with the Senior Advice, Policy & Training Officer, Elected Officers and Permanent Secretary in raising awareness of issues impacting on student welfare and quality of life.
- 2.2 Produce regular briefings 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
- 2.4 Assist with the development and delivery of training for SRC Council Members, Faculty Representatives and Course Representatives
- 2.5 Support council members in their representative role on University Committees by receiving copies of Committee papers and briefing members on relevant issues.
- 2.5 Undertake research using a variety of methods and sources as required.
- 2.6 Provide general support to elected student officers in their representative role
- 2.7 Liaise with external agencies where required, on matters of mutual concern

3. Service Monitoring and Development

- 3.1 Contribute to the development of a service development plan, which will seek to enhance the impact of the service.
- 3.2 Provide statistical and activity reports for consideration by the Senior Advice, Policy & Training Officer, Executive and The Permanent Secretary.
- 3.3 Work with the Senior Advice Policy & Training Officer/Permanent Secretary in developing appropriate mechanisms for student evaluation of the service
- 3.4 Liaise, through the line management structure, with appropriate Elected Officers, University Departments and external agencies in terms of service planning and joint initiatives.
- 3.5 To assist in identifying trends and new areas of need and work with the Senior Advice, Policy & Training Officer/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/Senior Advice, Policy & Training Officer

- 5.2 Work in a manner that reflects the values of the organisation as outlined in the constitution and strategic plan.
- 5.3 Act in accordance with all organisational policies and procedures.
- 5.4 Participate in the strategic planning and review process.
- 5.5 Able to work occasional evenings or weekends

6. Accountability and Management

- 6.1 Directly responsible to the Senior Advice, Policy & Training Officer.
- 6.2 No line management responsibility

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.

Normally every job description will be reviewed on an annual basis to ensure that it reflects the nature of the work being undertaken. The job description may also be reviewed in light of a change in strategic priorities or changing team/operational requirements.

Person Specification

Attributes	Essential	Desirable
Knowledge, Skills and Abilities	<ul style="list-style-type: none"> ⇒ Ability to manage time effectively and prioritise ⇒ Good understanding of equal opportunities and practise ⇒ Ability to analyse and evaluate information ⇒ Ability to communicate effectively both verbally and in writing to a variety of audiences ⇒ Ability to use PC for e-mail and word processing ⇒ Self Motivated Confident and Flexible ⇒ Strong Negotiation Skills 	<ul style="list-style-type: none"> ⇒ Knowledge of any of the following of the following areas: Welfare Benefits/Tax Credits Money Advice Student Finance Housing Law Academic advice And representation. Knowledge of current government and Scottish Executive objectives in relation to higher education ⇒ Knowledge of additional ICT packages and software.
Qualifications		<ul style="list-style-type: none"> ⇒ Qualification in a relevant discipline
Experience	<ul style="list-style-type: none"> ⇒ Two out of the last five years working in a advice or policy role ⇒ Working on own initiative with minimum supervision, and as part of a team ⇒ Experience of producing high quality written information and report writing. ⇒ Experience of working within a student/course representative system 	<ul style="list-style-type: none"> ⇒ Design and development of training ⇒ Experience of carrying out research projects ⇒ Experience of working with volunteers ⇒ Training delivery/Group facilitation
Motivation & Outlook	<ul style="list-style-type: none"> ⇒ Commitment to Social Justice ⇒ Approachable Personable ⇒ Motivated, Confident and Flexible ⇒ Team Player 	