

Advice & Support Manager



Welcome

We're so pleased you found us.

We believe that students can and want to shape the communities they are part of for the better.

Through our student leaders and elected representatives, we create opportunities for students to come together and inspire them to make change and shape the world around them.

It's a seriously fun place to work, driven by our values with a diverse and international perspective, with a really supportive staff team and a focus on your development.

Students' unions come in all shapes and sizes. With job roles at all levels, and with more than 550 unions across the country, you can work with us to start building a career doing what you love.

Come join us!

Nicky Passmore

Chief Executive



What we do

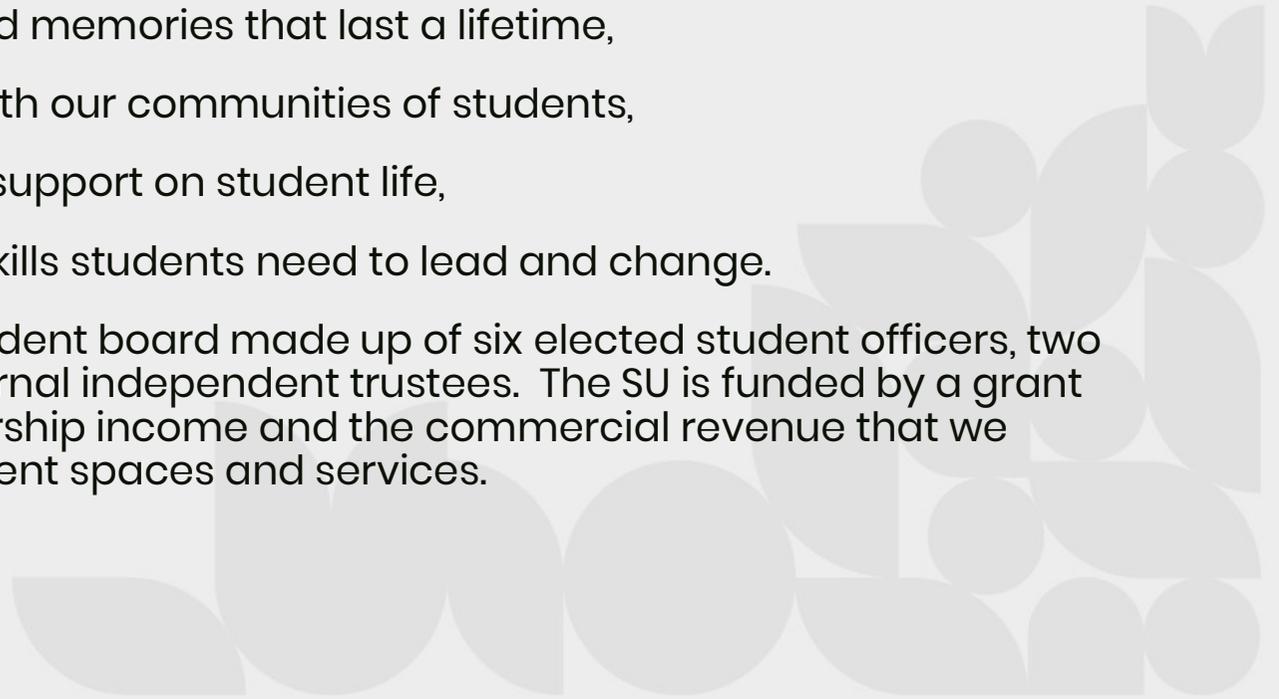
The SU *is* the body of students at the University of Bath. We believe that when students come together, they can shape the communities they are part of for the better. Through our student leaders and elected representatives, we grow and support communities of students as they provide opportunities for others and change the world around us for the better.

Together we: Promote student interest and welfare; Provide support and advice; Represent the student community with the University and others; Provide social, cultural, sporting and recreational activities.

How we do this is through student-led:

- Voice – helping students stand up, speak up and make their voice heard,
- Experiences – making friends and memories that last a lifetime,
- Groups – broadening horizons with our communities of students,
- Support – providing advice and support on student life,
- Development – developing the skills students need to lead and change.

Our work is overseen by an independent board made up of six elected student officers, two independent students and five external independent trustees. The SU is funded by a grant from the University of Bath, membership income and the commercial revenue that we generate through our range of student spaces and services.



Summary of the job

Salary	Starting from £33,797 p.a. (Grade 7).
Contract	Full Time
Working hours	36.5 hours per week including occasional weekend or evening work.
Location	University premises
Reporting to	Deputy Chief Executive
Responsible for	3x SU Advisors

The Advice & Support Manager oversees the Advice & Support Service in the SU, leading on the strategic development of the service and contributing to The SU's objectives and overall strategic direction. The role leads on the strategic and sustainable growth of the Advice & Support Service and developing suitable policies and procedures for the service. The role is also responsible for providing up to date advice to students and colleagues regarding academic and welfare issues in Higher Education.

Role overview

The Advice & Support Manager is the strategic lead for the Advice & Support Service in The SU, working with student and staff stakeholders and completing appropriate research to develop the Advice & Support strategy. They will also be involved in delivering advice and support to students and colleagues about issues affecting students in Higher Education.

Working closely with colleagues across The SU and the University of Bath, the role will be responsible for developing the service, building strategic partnerships with stakeholders to raise the profile of the service and ensuring as many students as possible can access support from the SU.

The Advice & Support Manager will also be responsible for supporting some student groups and developing and delivering training for student leaders across the SU to help them in their role and their future career. They will also work with student leaders to identify trends, develop campaigns and resolve issues across the University.

As part of the management team in The SU, the role will also be responsible for the development and delivery of The SU strategy, staff engagement, budgeting, annual planning and championing the values and cause of the organisation. This will be done at regular Heads of Departments meetings to discuss The SU strategy and to feed into the strategy in the area of Advice & Support. The role underpins The SU strategy and constitution of the SU through the Advice & Support Service and as a member of different project teams delivering the new strategy.

Main responsibilities

1 – Leading Advice & Support Service (35%)

- Accountable for the development and delivery of the Advice & Support Service offer to meet SU strategy needs.
- Engage with elected student representatives and staff and use insight to shape the Advice & Support Service.
- Providing up to date advice to students and colleagues regarding academic and welfare issues in Higher Education.
- Lead appropriate research, evaluation and reports for the Advice & Support Service, ensuring research is carried out in the most appropriate way.

2 – Advice & Support Service development (35%)

- Lead on the development of strategic partnerships with staff and departments across the University to develop new wellbeing policies, to work together on student issues and to share good practice.
- Develop policies, guidance and resources to support the effective delivery of the Advice & Support Service.
- Participate in specific project teams within the SU and the University which will raise the profile of Advice & Support Service.

Main responsibilities

- Increase the participation in Advice & Support Service, ensuring a diverse range of students can engage with the service.
- Build networks and relationships with colleagues at other institutions to share good practice and develop the Advice & Support Service.

3 – Supporting student leaders (10%)

- Oversee the recruitment, training, ongoing support and development of student leaders in the Advice & Support area.
- Develop and deliver effective, engaging and, where possible, peer-led training for student leaders on topics relating to the Advice & Support Service.
- Support student leaders to identify trends, develop campaigns and resolve issues in their course or in the wider University.

4 – Management (20%)

- Line manage the three SU Advisors.
- Ensure activities are carried out safely and in line with SU procedures.
- Plan and manage resources as part of The SU's annual budgeting cycle.
- Represent The SU on University committees and project groups.

About you

To be successful in this role, these are the things that will matter most:

- Ability to be student-led and have empathy with the cause, mission and values of The SU.
- Knowledge of Higher Education academic and welfare issues.

Essential behavioural competencies:

- Works under own initiative to deliver objectives to agreed targets and a high standard.
- Manages time, workload and priorities according to strategic need.
- Ability to form and maintain effective partnerships, including within the team.
- Open, flexible and transparent ways of working.
- Communicates information clearly with different stakeholders across different media.
- Creativity and innovation within work, with a strong attention to detail.
- Uses insight and evidence to develop and deliver a strategy for a significant area of work.

Skills and experience:

- Educated to degree level or equivalent relevant experience.
- Experience working in an advice setting, which could include giving advice on housing issues, academic appeals and disciplinarys.
- Experience of service evaluation and impact assessment.
- Proven experience of managing and developing a team.
- A professional qualification in advice or counselling is desirable.

Other benefits

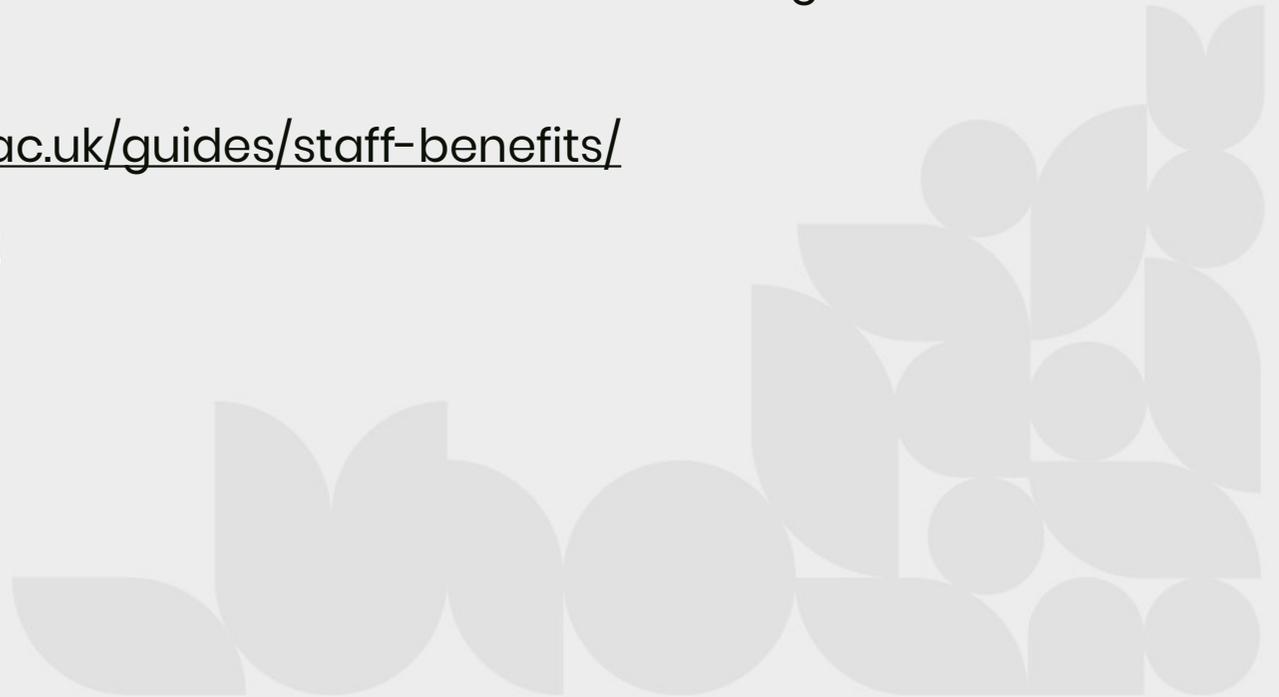
We offer competitive salaries, a vibrant and fun working environment and flexible working to enable your work-life balance.

We offer more than just a “job”; we offer career opportunities for committed and ambitious people to help shape our organisation and the lives of the students we represent.

Our staff enjoy a safe and pleasant working environment, with a variety of benefits encompassing pay, generous pension and work-life balance, along with excellent facilities on campus.

You can find out more at: bath.ac.uk/guides/staff-benefits/

Join us and be part of our story!



How to apply

Find out more

For more information and an informal chat about the role please contact:

Mandy Wilson-Garner, Deputy Chief Executive, 01225 38 3125 , susajw@bath.ac.uk

How to apply

Applications are online. To apply for this role, please visit the job posting at:

thesubath.com/careers/

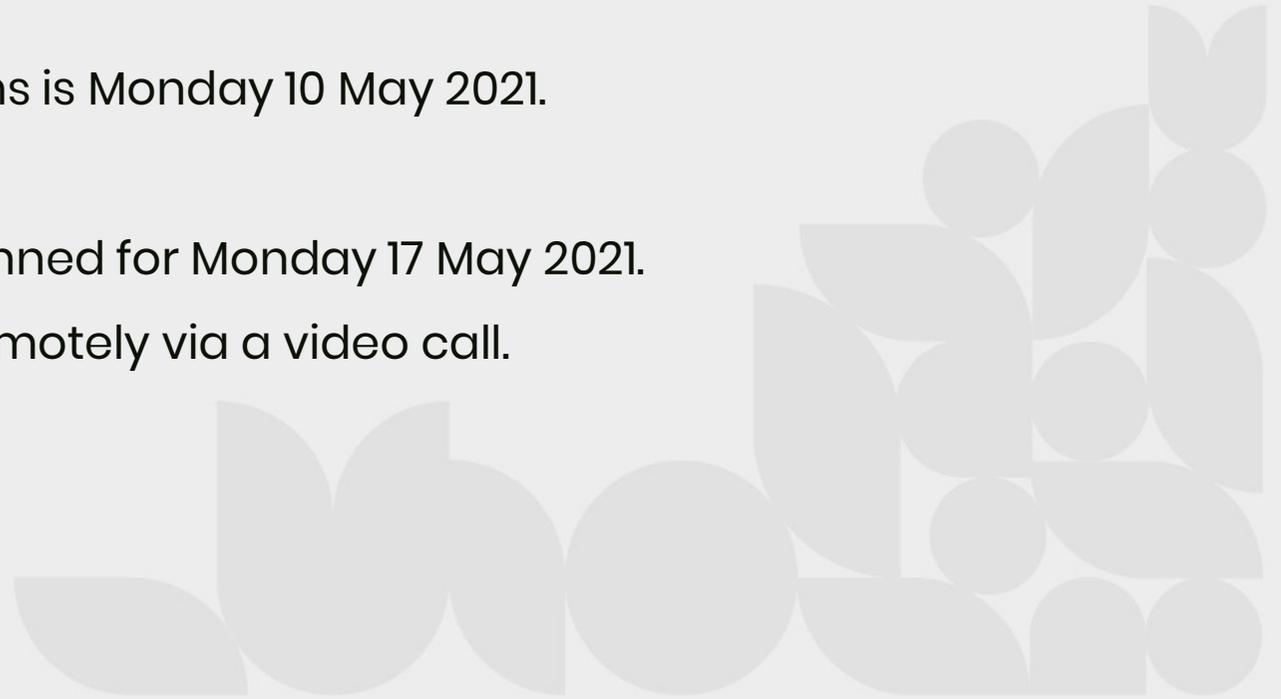
Deadline

The closing date for applications is Monday 10 May 2021.

Interviews

Interviews are provisionally planned for Monday 17 May 2021.

Interviews will be conducted remotely via a video call.



Thank you.

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thesubath.com

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