



Coventry University Students' Union

Job Description

Job Title:	Advice Service Manager
Grade:	Grade 7
Department:	Advice and Wellbeing
Location:	Coventry (with regular travel to London and Scarborough)
Responsible to:	Head of Advice and Wellbeing
Responsible for:	Advice Caseworkers across the Group

Purpose

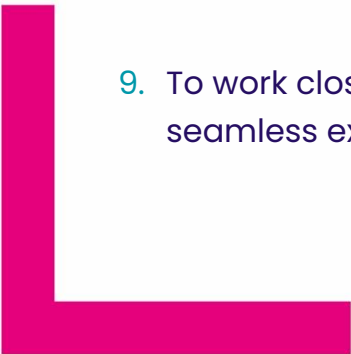
To manage the day-to-day operations of the Students' Union Advice Service across multiple campuses, providing direction and support to a team of Advice Caseworkers whilst maintaining a partial caseload.

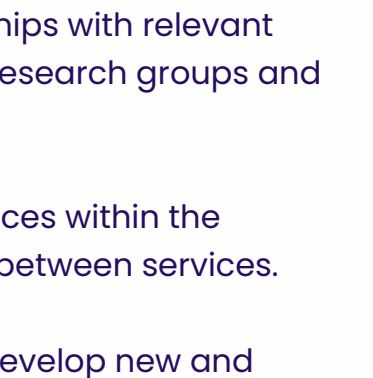
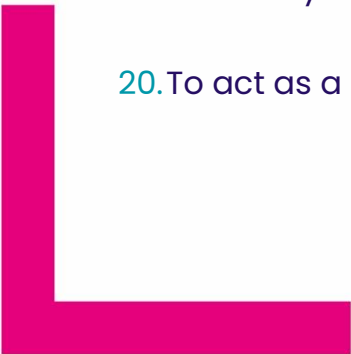
Under the direction of the Head of Advice and Wellbeing, to plan and lead on the annual delivery of proactive advice-related initiatives to increase engagement with the Advice Service and increase student retention rates.

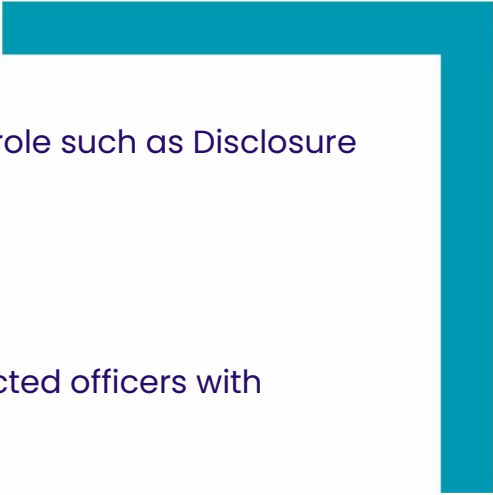
To support the Head of Advice and Wellbeing with the collection of data and statistics to generate regular reports on trends and issues to improve the service and make representation to improve the experience of members.



Main Duties and Responsibilities

1. Ensure the provision of high-quality, confidential advice and representation on welfare, education, money/financial guidance, benefits, housing and related matters in a client-centred way.
 2. To line manage the Advice Caseworkers, providing direction, motivation and support to ensure the effective delivery of their roles as well as advice and support on complex casework.
 3. To be the main point of contact for day-to-day operational issues and client escalation issues within the Advice Service.
 4. To review and audit casework carried out by Advice Caseworkers to ensure the delivery of high-quality advice and compliance with service policies, procedures and benchmarking standards.
 5. To develop and maintain a system to support the welfare of Advice Caseworkers utilising internal and external support mechanisms.
 6. To identify training and development requirements and/or opportunities for the team and act as a mentor to enhance the delivery of advice and promote inclusive practice.
 7. To maintain a balanced caseload to provide non-directive, confidential advice and guidance on a range of issues, through multiple communication methods to individual and groups of students whilst maintaining confidential records of casework that are compliant with service policies and procedures and relevant legislation and regulations (e.g. GDPR).
 8. Refer to external agencies and support services within the University on behalf of clients.
 9. To work closely with the Triage and Welcome Desk Manager to ensure a seamless experience of service for clients between triage and casework.
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10. Develop and maintain positive working relationships with relevant stakeholders, including university departments, research groups and local and national organisations.
 11. To work with external agencies and support services within the University to create referral pathways for clients between services.
 12. Work with the Head of Advice and Wellbeing to develop new and innovative ways of increasing service capacity and quality, e.g. through the use of technology, training, student staff.
 13. Have expert knowledge and understanding of relevant University Group policies and procedures.
 14. Maintain an awareness and understanding of regulations, trends, legislation and statutory matters that may impact student welfare matters, advising management as required.
 15. To work with the Head of Advice and Wellbeing on the collection of service data to identify trends and issues, and to use this data to bring about long-term change to improve the experience of members.
 16. To work with the Head of Advice and Wellbeing to complete annual reviews of service policies and procedures to ensure they meet the needs of both clients and Advice Service staff.
 17. To lead the delivery of proactive advice activity, communications and initiatives across the Group.
 18. To maintain and keep up to date on continuous professional development in advice.
 19. To deputise for the Head of Advice and Wellbeing in relevant Union and University meetings and/or committees as required.
 20. To act as a Deputy Designated Safeguarding Lead.

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21. Consent to any relevant checks required for the role such as Disclosure Barring Service (DBS) checks or equivalent.

General Responsibilities

1. Any other duties reasonably required by the elected officers with agreement from the post holder's line manager.
 2. To undertake relevant research/development projects as required from time to time.
 3. To lead and participate in departmental and cross departmental projects as required following standardised PMU processes appropriate to grade.
 4. To support and contribute to the Union's communities, committees, societies activities and campaigns as required.
 5. To attend meetings, conferences and training events as may be reasonably required, including appropriate Union Committees meetings as directed by the post holder's line manager.
 6. To work flexibly – this may at times include weekend and evenings.
 7. To abide by the Union's constitution, procedures and policies at all times.
 8. To be committed to the Union's values by being Helpful, Inclusive and Ethical.
 9. To demonstrate a commitment to equality of opportunity and diversity, together with an understanding of how it operates within the responsibilities of the post.
 10. Undertake any other duties commensurate with the grade range of the post.
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I have read, understood and agree to the above duties.

Signed:

Date:

Print Name:

Person Specification and Shortlisting Criteria

Advice Service Manager

All applicants must have eligibility to work in the UK

Shortlisting criteria and required experience:

This is the list of criteria that shortlisting for interview will be based on, please ensure that you demonstrate your skill / experience in these areas in your application questions.

1. Advice Qualification or comparable extensive work experience in Advice – Essential
2. Significant experience of providing casework support to clients in at least two of the four following areas – academic, housing, financial capability, debt and welfare benefits – Essential
3. Experience of supervising Advice Caseworkers (or equivalent) and auditing casework – Essential
4. Experience of working with and/or understanding multiple sets of complex regulations and/or policies – Essential
5. Experience of line management, including mentoring and coaching colleagues – Essential
6. Experience of capturing and analysing data into presentable formats – Essential
7. Experience of responding to crisis situations and determining the appropriate course of action – Desirable
8. Understanding of Higher Education Organisation / Students' Unions or Membership Organisations – Desirable

Essential personal characteristics:

This is a list of personal characteristics that will be needed to be successful in the role. It is provided for your information to help you decide on whether the job role suits you and the skills that we will be keen to see demonstrated at interview.

- Ability to work with minimum supervision and use own initiative

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- Excellent interpersonal skills, including the ability to manage a team through change
 - Ability to inspire, empower and engage colleagues
 - Ability to create and maintain good working relationships with a wide range of individuals and groups
 - Ability to work under pressure and respond positively to challenging situations by problem-solving quickly and creatively
 - Excellent computer literacy, including Microsoft Office and case management applications (or equivalent)
 - Excellent communication skills – verbal and written
 - Excellent interpersonal skills and organisational skills
 - A high degree of commitment to excellent customer care
 - Ability to work well in a team
 - Good understanding and awareness of equal opportunity and diversity
 - Flexible approach to working hours
 - Willingness to champion our organisation values: (We are Helpful, We are Inclusive, We are Ethical)

All staff are expected to comply with all Students' Union policies and procedures.

