

Job Description Advice Assistant

About Union

Union represents approximately 35,000 students at Anglia Ruskin University (ARU) across campuses in Cambridge, Chelmsford, Peterborough, Writtle and London. In addition, we provide a range of services; academic and welfare advice, support to students running societies and volunteering opportunities in and around the campuses. Whilst we play an important student representative role that sometimes sees us challenge the University, we work closely with them and support areas of delivery within their strategy.

Our Mission

A student-powered union where every voice matters, every campus connects, and good vibes are part of the culture.

Our Model

Five Campuses, One Union

Our Pillars and Foundation

- We will put students in charge
- We will extend students' rights and opportunities
- We will build and nurture communities
- Multisite organisation and functionality

About Union's Advice Service

The Union advice service is a free, confidential advice service providing support to ARU students across all campuses. The service operates independently of the University and provides confidential and impartial advice, support and representation.

The service is led by a team of professional advisers specialising in academic support for university process including academic misconduct, exceptional circumstances, disciplinary and complaints. On average, the service supports 1300 students per academic year.

Section:	Advice
Reporting to:	Advice Assistant Manager
Salary grade:	2

Hours of work: 20 hours per week, ideally across 4 or 5 days, with flexibility around the final working pattern which must include cover between the core hours of 10am - 2pm.

Work base: Chelmsford or Cambridge campus

Purpose of job

This post holder will have responsibility for the Union Advice enquiries mailbox, the main method used by students access to the service. Enquiries range from simple questions to more complex casework. The role will manage the inbox, triaging enquiries ensuring that student receive the appropriate level of support in an appropriate timeframe.

Job Role and Responsibilities

The postholder will be responsible for:

- Triaging enquiries, including understanding when and where to signpost to services, provide hold information or offer an appointment when required.
- Providing initial guidance and information to students and record each case on the case management system as needed.
- Providing initial signposting information and guidance to students where the service cannot support the student.
- Interpreting and applying the University's key regulations, policies, procedures and Codes of Practice at a level appropriate to the role.
- Ensuring that procedures for confidentiality and security of personal information are maintained to protect client data.
- Actively promoting exceptional customer service at all times.
- Undertaking all activities in accordance with Union's equal opportunities, health and safety, environmental and staff protocol policies.
- Attending external conferences and training as required and directed by Union.
- Supporting events in the wider Students' Union calendar, such as Welcome Week, Course Rep Elections, Executive Elections and any other priority campaigns/projects.
- Carrying out any other duties as may be assigned to the post holder and which are reasonably consistent with the position.

Successful candidates will demonstrate the Union's core values, striving to deliver exceptional customer experiences.

Benefits of working for Union:

- Health cash plan
- Enhanced pension scheme
- Enhanced leave allowance, including additional paid organisational closure days at Christmas and Easter
- Flexible and hybrid working opportunities
- Employee Assistance Programme
- Family friendly leave policies

The Students' Union expects all staff to participate in any training program considered relevant to your job. The Students' Union expects all staff to participate in, and take ownership of their induction, personal development review, departmental staff meetings and be responsible for carrying out duties with full regard to the rules, policies and procedures and conditions of service contained in the staff handbook, and within departments of the Students' Union. The Students' Union is fully committed to its policies and procedures on Equality and Diversity.

A condition of employment is that all staff are expected to assist in key events throughout the year e.g., Welcome Fair, Elections, Open Days and any other key events. Staff are expected to portray a positive image, both internally and externally of the Students' Union by displaying high standards of service, integrity, punctuality, politeness and professionalism.

Please note, that all employees are subject to pre-employment checks including a Disclosure and Barring Service check if required for the role. Please note, it is an offence to apply for this position if barred from engaging in regulated activity relevant to children.

Person Specification

Criteria	Essential/ Desirable	How will this be assessed?
Experience in communicating information or advice effectively in a similar role e.g. reception, contact centre.	E	A / I
Experience of delivering and developing administrative processes to support effective delivery of service.	D	A / I
Excellent time management and organisation skills.	E	A/ I
Maintains a calm and professional approach when working under pressure.	E	A / I
Works independently and use own initiative.	E	A / I
Builds effective working relationships.	E	A / I
Sensitive and empathetic in distressing situations.	E	I
Demonstrates a high standard of communication skills (written) and is personable in their approach.	E	E
Has strong IT skills including Microsoft Office packages and Power-Automate (desirable).	E	A / I
Ability to support and develop communications and materials to support students with common issues.	E	A / I
Good attention to detail.	E	E
Experience in handling sensitive and confidential information, raising concerns via the correct channels where appropriate.	D	A / I/ E

Key:

A = application, I = interview, E = evidence