

JOB DESCRIPTION	
Job title:	Advice Place Deputy Manager
Reports to:	Advice Place Manager
Department:	The Advice Place
Direct Reports:	Receptionist/Administrator
Revision Date:	January 2022
Job Purpose	
<p>The role of Deputy Manager is to ensure service continuity and effective service delivery on a day-to-day basis and acting as a clear point of responsibility and decision making in the absence of the Advice Place Manager.</p> <p>You will provide support and advice to the Advice Place team but also directly to individual students on a range of issues, undertaking specialist casework, including advocacy and representation of students at university meetings and in navigating university policies and processes. Offering practical support to students in very challenging emotional circumstances, always operating in the best interests of the student.</p> <p>You will be responsible for the volunteer and outreach programs within the service. Supporting and training a team of advice volunteers and working alongside advisers with different specialisms to offer a holistic service.</p> <p>The Advice Place is a free, professional, impartial and confidential advice service for students at the University of Edinburgh, operated by Edinburgh University Students' Association. The service deals with a wide variety of topics (finance, accommodation, academic and personal issues) and provides basic information as well as more complex casework advice, advocacy and support.</p> <p>This role has previously been in-person and due to part of the role being to provide in-person advice, we envisage the role being a mostly in-person role in the future. However, the role currently requires hybrid or home working at times to respond to changing pandemic measures. The service operated pre-Covid mostly via in-person drop-ins and appointments but is currently operating as a predominantly appointment based service delivered in a hybrid way with appointments in-person, online and by phone and initial contact via email, phone and at our Welcome Desk.</p>	
Main Duties and Responsibilities	
<p>Main Duties:</p> <ul style="list-style-type: none"> • Line-managing the Advice Place Receptionist/Administrator and managing the front-line experience that students have of the Advice Place in initial contacts in-person, on the phone and via email. • Managing the allocation of advice resource through rotas, systems and responding to demands. 	

- Developing the Advice Place outreach program of activities: planning, coordinating and evaluating the impact of this activity.
- Coordinating training and development, casework conferencing and team communication.
- Acting as the Advice Place Manager when they are not available (and on a more general basis by agreement with the Advice Place Manager), including:
 - Representing the Advice Place team at internal and external events (e.g. meetings, presentations, Head of Department sessions)
 - Taking decisions regarding the service, and individual cases, reflecting on relevant information, evidence and process when doing so.
- Managing student volunteering within the Advice Place including recruitment, the development and delivery of training, and arrangements for ongoing supervision and support.
- Developing and delivering training, presentations, online content for students, prospective students and staff.
- Providing professional in-depth advice to individual students on a range of issues, such as, housing, council tax, money, university conduct and complaints procedures through drop in and booked appointments, email, social networks and telephone contact.
- Advising students and coaching advisers who are advising students presenting in significant distress, including responding appropriately to students disclosing suicidal ideation or intent or who have been the victim of sexual assault/crime. Immediate liaison with third parties including the University/ police to safeguard students, Foodbanks, City of Edinburgh Council, Second Tier Advice services etc.
- Efficiently creating and maintaining accurate case notes and ensure accurate monitoring and reporting of issues arising from the service and to liaise with the university in relation to individual cases and in relation to themes and trends arising from academic cases.
- Advising and supporting students who have been accused of breaching the code of student conduct (including accusations of harassment and gender-based violence).
- Advocating for students and representing their best interests in University meetings or proceedings (for example supporting a student who is the subject of a disciplinary investigation).
- Administering the NHS C:Card service for safer sex products and the University period products schemes.
- Administering emergency loans to students in financial crisis or whose funding has been delayed by ensuring application forms are completed effectively, assessing eligibility criteria and to offer budgeting advice as needed.
- Support, Supervision and Debrief – Actively participating in regular one to one meetings with line manager, external supervision sessions with counsellor, debrief sessions with colleagues and case conferences and team meetings.

Other Departmental Support:

- Following in house recording procedures as appropriate, and always adhering to the service guidelines on confidentiality and impartiality.
- Participating in relevant adviser training and relay information to other members of the team.
- Taking part in Welcome Week and Open Day activities as a way of providing information about and promoting the Advice Place.
- Undertaking research and participate in relevant University groups as required to inform improving the student experience.
- Working with relevant Sabbatical Office bearers and elected representatives on relevant issues, as required.

Key Relationships

- Advice Place Manager
- Advice Place Advisers
- Advice Place Receptionist/ Administrator
- Wider Membership, Engagement and People Development team, including welfare and advisory staff, as well as staff with responsibility for student engagement, academic representation, and democracy.
- Service Users
- Student representatives, including sabbatical office bearers
- External stakeholders, including University academic, administrative and student support services staff
- External partners/contacts as appropriate, including NUS.

OTHER:

- The Student Association's overall ambition is that 'By 2025, we will be a high performing students' union, valued by our members, delivering outstanding support and services for a vibrant, well-rounded time at university' Our staff are essential to fulfilling this ambition.
- A commitment to the delivery of the Students' Association's Strategic Plan through the implementation of departmental plan activities.
- A positive and respectful attitude to all Students' Association staff, its management, the organisation as a whole, and its members, clients and partners.
- Ensure that every student, staff member or visitor using any of our services has the best possible experience of that service and of the Students' Association as an organisation.
- Adhere to and support Students' Association's Ethical, Environmental and Health and Safety policies and procedures.
- A commitment to training and development of self and others.
- Any other appropriate duties as reasonably required by your line manager, Departmental manager or Senior Management.

PERSON SPECIFICATION		
Job title:	Advice Place Deputy Manager	
Person Summary		
<p>You will be an exceptional and enthusiastic individual, who aspires to provide a professional and high-quality service to our service users.</p> <p>Confident and competent, with demonstrable experience of advice work. Delivering high standards of customer service. You will have proven experience of dealing with sensitive information and prioritising in a busy client facing role. Ideally, you will have worked in situations where you have been required to deal effectively and compassionately with customers who are distressed.</p> <p>A student focused individual with a consistently professional approach to their duties and keen attention to detail. A person with high expectations of themselves and others, who takes pride in their work.</p>		
Required Experience	Essential	Desirable
Demonstrable experience of offering advice and guidance.	X	
Experience of using own initiative for problem solving in a professional context.	X	
Experience of supporting volunteers.		X
Experience of line management or coaching.		X
Functional Skills and Proficiency	Essential	Desirable
A knowledge of the Higher Education system and current student issues.	X	
Knowledge of the principles of advice, information or advocacy work.	X	
Understanding of the nature of Student Unions.	X	
In-depth knowledge in two or more of the following areas: <ul style="list-style-type: none">• Advocacy• Support for people in distress• Support for survivors of harassment or sexual violence• Knowledge of university student support services and processes• Knowledge of Student Funding System• Knowledge of Welfare Benefit System• Knowledge of Scottish Tenancy Rights	X	
Strong organisational skills with the ability to work independently and to manage a busy caseload, prioritising appropriately.	X	
Strong analytical skills, and the ability to process complex written materials or situations.	X	

Demonstrable ability to deal with sensitive information in an impartial, non-judgmental, professional, and confidential manner.	X	
Ability to make decisions and support others with decision making.	X	
Proven ability to successfully communicate across a variety of audiences, including delivery of presentations.	X	
Ability to negotiate effectively and assertively.	X	
Ability to instill confidence in service users and to promote a self-reliant approach wherever possible.	X	
Excellent IT skills, including proficiency in the use of Microsoft Office, internet, and social media channels.	X	
Proven writing skills for the web, reports, or case studies.		X
Training and Qualifications	Essential	Desirable
Experience in a higher education or students' association setting as staff or student		X
Other Requirements Specific to the Role	Essential	Desirable
Occasional weekend and evening work may be required.		X
Our Purpose		
To enhance student life at the University of Edinburgh by providing representation, services, activities and support.		
Our Principles		
<p>Our core principles are the most important way in which we define who we are. They guide our strategy, inform our everyday decisions and influence our behaviour, both as an organisation and as individuals representing the Students' Association.</p> <ul style="list-style-type: none"> • Student led – prioritise work and services that matter to students • Power to change – be strong representatives, campaigning for students • Diverse student communities – a sense of belonging for all • Open and helpful – in our communications and interactions • Collaboration – harnessing the benefits of working together • Ethically and environmentally responsible – conscious of our impact • Social enterprise – trading, with multiple benefits for our members 		