

JOB DESCRIPTION	
Job title:	Frontline Adviser
Reports to:	Deputy Manager
Department / Directorate:	Advice Place
Direct / Indirect Reports:	Shared responsibility for up to 15 volunteers
Salary Band:	D
Revision Date:	October 2024
About us	
<p>Edinburgh University Students' Association is an award-winning organisation, which exists to provide diverse services, representation, and welfare support to the community of over 49,500 students at the University of Edinburgh. By providing opportunities, helping to create change and offering support, we're here to help students get the most out of their time in Edinburgh. We have five venues around the University of Edinburgh campus – Teviot Row House, King's Buildings House, Potterrow, the Pleasance and Edinburgh College of Art's Wee Red Bar – which house our offices, cafés, bars, clubs, spaces for students to meet, study and socialise. These spaces transform into some of the most well-loved Edinburgh Festival Fringe venues throughout the month of August each year.</p> <p>We are a registered charity and all of the income we generate from our commercial activity goes back in to supporting our members. We're also an organisation with a strategic commitment to support and empower all our staff and have some exciting plans for the future. There's never been a better time to apply and join our organisation.</p> <p>We are an equal opportunities employer and we welcome applications from all suitably qualified persons. Edinburgh University Students' Association is committed to promoting equal opportunities in employment and encouraging equality, diversity and inclusion among our workforce, and eliminating unlawful discrimination.</p>	
Our Purpose	
To enhance student life at the University of Edinburgh by providing representation, services, activities and support.	
Our Ambition	
By 2026, 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 Values	
<p>Our Values make a fundamental difference in delivering our purpose by driving success and achieving the vision as a collective responsibility. They help to motivate, inspire dedication, and elevate a sense of pride in working for the Association.</p> <p>These values are at the heart of how we work, and determine the behaviours that we demonstrate in our daily activities:</p> <ul style="list-style-type: none"> <li>• Collaboration &amp; Teamwork</li> <li>• Support &amp; Inclusion</li> <li>• Recognition &amp; Respect</li> <li>• Transparency &amp; Trust</li> <li>• Growth &amp; Development</li> </ul>	

**Strategic Purpose of the Role**

The role of the Frontline Adviser is coordinating and responding to the incoming demands on the service. This will involve triaging those demands that may come in via emails, phonecalls and drop-ins etc. The Frontline Adviser will offer information and routine advice on a range of topics to individual students and will offer practical support to students in urgent and challenging emotional circumstances and always operate in the best interests of the student.

The frontline adviser will work alongside a second Frontline Adviser, a part-time receptionist/administrator and manage team of volunteers to deliver the frontline service. This team will also work very closely with our casework team referring cases that are more complex, time-consuming or less urgent to offer a holistic and responsive service.

We are a frontline student facing service that requires staff to deliver the service in-person at our offices, therefore this is an in-person role. However, we are keen to be able to offer flexibility when we can and allow for some days working from home where that fits in with service delivery.

This role will usually pass on complex ongoing casework to the casework team but where needed will support the casework team by undertaking specialist casework, including advocacy and representation of students at university meetings and in navigating University policies and processes.

Working with the other FT frontline Adviser and the PT Receptionist/Administrator to manage our feedback mechanisms and social media accounts and report on service usage and demand.

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 operates via face to face interactions via drop-in or booked appointment and also by phone and email and by booked teams appointments. The service deals with a wide variety of topics (finance, accommodation, academic, crime, and personal issues) and provides basic information as well as more complex casework advice, advocacy and support.

Main Duties and Responsibilities
<p><b>Main Duties:</b></p> <ul style="list-style-type: none"> <li>• Providing frontline advice service to individual students on a range of issues via email, social media, in-person drop-ins, booked advice slots and telephone contact. <b>This post will specialise in routine questions and urgent advice.</b></li> <li>• Offering frontline advice on general academic and welfare advice topics as a frontline adviser to students who drop-in or call the service. Triaging, signposting and booking follow-up appointments as required. These topics will be varied and will include council tax, hardship funding, finding accommodation, students seeking support in a crisis, etc.</li> <li>• Advising students who are presenting in significant distress, including responding appropriately to students disclosing suicidal ideation or intent or who have been the victim of sexual assault/gender-based violence, hate-crime, racism, bullying, discrimination or fraud. Immediate liaison with third parties including the University/ police to safeguard students, Foodbanks, City of Edinburgh Council, Second Tier Advice services etc.</li> <li>• Managing risk relating to student situations and concerns about safeguarding</li> <li>• Efficiently creating and maintaining accurate case notes and ensuring 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 enquiries.</li> <li>• Administering the NHS C:Card service for safer sex products and the University period products schemes.</li> <li>• Managing and monitoring service feedback mechanisms, social media accounts and collating data on service usage and demand with the support of the part-time Receptionist/Administrator.</li> <li>• Advising and supporting students who have been accused or breaching the code of student conduct (including accusations of harassment and gender-based violence)</li> <li>• Occasionally supporting the work of the casework team by undertaking casework with students and and representing their best interests in University meetings or proceedings (for example supporting a student who is the subject of a disciplinary investigation).</li> <li>• Supporting student volunteering within the Advice Place including recruitment, the development and delivery of training, and arrangements for ongoing supervision and support under the direction of the Deputy Advice Place Manager.</li> <li>• Developing and delivering training, presentations, online content for students, prospective students and staff.</li> <li>• 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.</li> <li>• Any other appropriate duties as reasonably required by your line manager, departmental manager or senior manager in delivering our strategic purpose and priorities.</li> </ul>
Key Relationships

- Advice Place Manager
- Advice Place Deputy Manager (line manager)
- Advice Place Advice Caseworkers
- Advice Place Receptionists/Administrators
- Advice Place Volunteers
- Wider Membership, Engagement and People Development team, including welfare and advisory staff, as well as staff with responsibility for student activities, 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.

PERSON SPECIFICATION		
Job title:	Frontline Adviser	
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. You will be a confident decision maker who is happy to take ownership for your area of work.</p> <p>Confident and competent with demonstrable experience gained within a customer facing role delivering high standards of customer experience. 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. You will be able to maintain boundaries when working with a variety of customers.</p> <p>You will have a consistently professional approach to your duties and keen attention to detail. A person with high expectations of themselves and others who takes pride in their work.</p>		
Knowledge & Skills (What they know and what they can do)	Essential	Desirable
Knowledge of the Higher education system and current student issues	X	

Knowledge of the principles of advice, information or advocacy work	X	
In-depth knowledge of one or more of the following areas: Support for people in distress Support for survivors of hate crime, sexual violence, domestic abuse Knowledge of Scottish housing and tenancy rights Knowledge of the students funding system Knowledge of University students support services and processes Supporting people making complaints Complaint and conduct investigations Knowledge of the welfare benefit system Understanding the nature of student unions	X to have one	X to have more
Strong organisational skills with the ability to work independently and to manage a busy caseload, prioritising appropriately.	X	
Strong analytical skills, 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	
Proven ability to successfully communicate across a variety of audiences, including delivery of presentations.	X	
Ability to negotiate effectively and assertively.		
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 365 and office applications.	X	
Experience managing social media channels		X
<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
Suicide prevention, mental health first aid or similar		X
Adult safeguarding training		X
Handling disclosures training or similar training in supporting survivors of sexual violence		X
Welfare Benefits training		X
<b>Experience (What they have done)</b>	<b>Essential</b>	<b>Desirable</b>
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 in a higher education or students' association setting as staff /student	X	
<b>Attitude (Way of thinking and acting)</b>	<b>Essential</b>	<b>Desirable</b>
Happy to take on occasional evening and weekend work such as welcome week or an outreach event.	X	
Will strive to be open and clear in the information that we share to each other	X	
Will share our own knowledge, skills and expertise with others	X	

Will take a positive attitude to solving problems, generating ideas and bringing solutions	X	
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