

## JOB DESCRIPTION & PERSON SPECIFICATION

JOB DESCRIPTION	
Job title:	Advice Place Deputy Manager
Reports to:	Advice Place Manager
Department / Directorate:	Advice Place
Direct / Indirect Reports:	1 x Part Time Receptionist/Administrator, 2 x Full Time Frontline Advisers, 1 x Full Time Academic Caseworker
Salary Band:	E
Revision Date:	December 2025
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	

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### **Our Values**

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.

These values are at the heart of how we work, and determine the behaviours that we demonstrate in our daily activities:

- Collaboration & Teamwork
- Support & Inclusion
- Recognition & Respect
- Transparency & Trust
- Growth & Development

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Strategic Purpose of the Role
<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>The role of Deputy Manager is to ensure effective service delivery on a day-to-day basis and to act as a clear point of responsibility and decision making for the team and to represent the service in external and cross departmental working in clear areas of responsibility and as delegated by the Advice Place Manager.</p> <p>You will line manage our Frontline Advice team and our Academic Caseworker. You will support the team to deliver a consistent and high standard of service to students. You will support the frontline team to deliver initial service responses in line with our service delivery plan.</p> <p>Alongside this you will have a caseload of specialist cases, providing support and advice to individual students on a range of issues. This will involve advocacy and representation for students at University meetings and in navigating university policies and processes. You will offer practical support to students in very challenging emotional circumstances, always operating in the best interests of the student.</p> <p>You will manage the delivery of our volunteer programme, recruiting, training and supporting a team of advice volunteers to provide customer service, information and frontline advice to students.</p> <p>You will coordinate our outreach activities, arranging for staff or volunteers to attend events, run information stalls and promote the work of the service.</p> <p>The role is predominantly in-person/on site at our main Potterrow office on central campus and occasionally at our King's Buildings campus office. Some home working can be accommodated when service demand allows.</p>
Key Relationships
<ul style="list-style-type: none"> <li>• Advice Place Manager</li> <li>• Advice Place Caseworkers</li> <li>• Advice Place Frontline Advisers</li> <li>• Advice Place Receptionist/ Administrator</li> <li>• 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.</li> <li>• Service Users (students)</li> <li>• Student representatives, including sabbatical office bearers</li> <li>• External stakeholders, including University academic, administrative and student support services staff</li> <li>• External partners/contacts as appropriate, including NUS.</li> </ul>

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Main Duties and Responsibilities
<p>Deputising for the Advice Place Manager when they are not available (and on a more general basis by agreement with the Advice Place Manager), including:</p> <ul style="list-style-type: none"> <li>Representing the Advice Place team at internal and external events (e.g. meetings, presentations, Head of Department sessions)</li> <li>Taking decisions regarding the service, and individual cases, reflecting on relevant information, evidence and process when doing so.</li> </ul>
Representing the service and organisation on relevant University working groups and committees where appropriate and supporting student representatives to operate in those spaces through provision of briefing information.
Line-managing the Advice Place Receptionist/Administrator and the two Frontline Advisers and ensuring that the front-line experience that students have of the Advice Place in-person, on the phone and via email is consistent and of a high standard.
Managing the day-to-day 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.
Managing student volunteering within the Advice Place including recruitment, the development and delivery of training, and arrangements for ongoing supervision and support as well as evaluation and reporting.
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, academic processes, appeal, complaints, misconduct, as well as supporting students with common questions about topics through drop-in and booked appointments, in-person, on Microsoft Teams, email, and telephone.
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. Taking decisions about adult protection and safeguarding and liaising where necessary with third parties including the University, Police, Social work, NHS, Support services
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Liaising with other services and referral points such as 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).

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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).
Any other appropriate duties as reasonably required by your line manager, departmental manager or senior manager in delivering our strategic purpose and priorities.
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.

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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 ideally, you will have worked in situations where you have been required to deal effectively and compassionately with customers who are distressed.</p> <p>You will be able to manage your own caseload and prioritise your tasks in a busy client facing role.</p> <p>You will be confident at understanding complex processes and policies and to be able to accurately advise on these and support others to advise on them.</p> <p>You will be experienced in supporting other staff or volunteers with difficult situations or casework. You will be confident in managing areas of work or projects and monitoring and reviewing progress.</p> <p>A client-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>		
Knowledge & Skills (What they know and what they can do)	Essential	Desirable
Knowledge of the principles of advice, information or advocacy work	X	
A knowledge of the Higher Education system and current student issues.	X	
In-depth knowledge in two or more of the following areas: <ul style="list-style-type: none"><li>• Advocacy</li><li>• Support for people in distress</li><li>• Support for survivors of harassment or sexual violence</li><li>• Knowledge of complaints or misconduct processes or SPSO</li><li>• Knowledge of academic process and policy</li><li>• Knowledge of Student Funding System</li><li>• Knowledge of Welfare Benefit System</li><li>• Knowledge of Scottish Tenancy Rights</li></ul>	X	
Experience of working within adult protection and safeguarding processes	X	

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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	
Strong analytical skills and the ability to process complex written materials or situations	X	
Speaker of mandarin		X
<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
Evidence of recent training in relevant advice topics	X	
ASSIST suicide prevention training		X
SVLO/SVMLO training or similar		X
Qualification or training in advice and guidance		X
<b>Experience (What they have done)</b>	<b>Essential</b>	<b>Desirable</b>
Demonstrable experience of offering information, advice and guidance, in a professional setting.	X	
Experience of using own initiative for problem solving in a professional context.	X	
Demonstrable professional experience of supervising and supporting people (e.g. line management, managing project teams or volunteers)	X	
Experience of line managing staff and supporting staff development.		X
Experience in a higher education or student union setting as staff or student		X
Experience of supporting volunteers.		X
<b>Attitude (Way of thinking and acting)</b>	<b>Essential</b>	<b>Desirable</b>
Confident decision maker and able to support others with decision making	X	
Strong organisational skills with the ability to work independently and to manage a busy caseload, prioritising appropriately.	X	
Demonstrable ability to deal with sensitive information in an impartial, non-judgmental, professional, and confidential manner.	X	

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Proven ability to successfully communicate across a variety of audiences, including delivery of presentations.	X	
Ability to negotiate effectively and assertively.	X	
Ability to instil confidence in service users and to promote a self-reliant approach wherever possible.	X	
Happy to undertake occasional evening or weekend work (this is always planned in advance and is mostly during welcome week or for volunteer training events)	X	