



Part Time Adviser

March 2019

**GOLD
SMITHS
STUDENTS' UNION**

Hello,

Thank you for taking an interest in working at Goldsmiths Students' Union. Our organisation is a charity committed to making the lives of our members better. We're creative, innovative and fun. We don't accept the status quo and we're ambitious in wanting to facilitate nearly 11,000 students at Goldsmiths to change the world.

Goldsmiths students are inspiring, and we want an organisation that helps them whatever they want to do. We campaign, run services, deliver activities and help students who are in trouble.

We have over 80 staff, including 25 that work permanently in our main office and over 40 students doing casual work through the year. We support over 500 students each year through the Advice Team, primarily on academic issues.

The work the postholder will do is critical in ensuring students are treated fairly.

The Adviser's purpose is to provide advice to students on areas including, but not limited to, academic issues, and general signposting. You will do this by having 1:1 and group advice appointments with students. This role will develop a caseload to support students through Goldsmiths College academic policies and procedures.

You will work in a team with 1 FT Advice Manager, 1 FT Adviser and 1 PT Adviser.

You will need to have experience of managing a caseload but we don't expect you to be an expert in Goldsmiths College academic procedures!

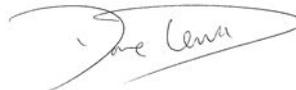
Our staff tell us this is a great place to work, with lots of trust, varied projects and levels of responsibility they haven't had elsewhere.

We're proud of the sort of the place we are, and we hope you join us as we change Goldsmiths and wider society.

Yours,



JT
President



Dave Lewis
Chief Executive

Application process

To reduce costs, avoid unnecessary printing and maximise the reach of our recruitment, we manage the initial stages of the application process electronically. If you cannot complete the form electronically please inform us and we will seek to provide an alternative.

Application stages and dates

Application deadline: **10am, 22nd March**

Candidates notified by: **6pm, 22nd March**

Interview date: **28th March**

Application forms can be downloaded from www.goldsmithssu.org/yourunion/workforus. Please return your completed application to our team at hr@goldsmithssu.org. Only application forms can be accepted, please do not send covering letters or CVs.

Planning your application

Ensure you read the information in this pack carefully before completing your application. The sections titled 'About the role' and 'Job Description' detail the main duties of the role and the 'Person Specification' describes the skills, experience, qualifications and personal attributes we are looking for in the successful candidate.

Using the Person Specification

The Person Specification is the list of criteria or requirements regarded as essential for the successful candidate. To be considered for an interview you have to fulfil each of the essential criteria in your supporting statement. The strongest applications will detail, with examples, how they meet or exceed the all criteria by drawing on previous experiences and transferable skills. Think carefully as you may discover you have a broader range of skills than you imagined. Remember that voluntary work or work at home can be as valuable as paid employment, but whatever it is the most important thing is to tell us as the Selection Panel are unable to make assumptions.

Shortlisting

After the closing date the application forms are reviewed by the Selection Panel to see how each application fulfils the criteria set out in the person specification. The Selection Panel will not see any of the demographic or personal information contained in Section One of the application form to ensure unbiased shortlisting.

Interviews

The interview will be formal in the sense we are assessing your suitability for the role and character, but it won't be an interrogation, the Selection Panel is not out to trip up interviewees but will try and create a relaxed atmosphere. The Selection Panel will consist of up to four people, including elected student officers, who will ask similar questions of each candidate. The questions are intended to allow you to expand on your application and to allow interviewees the chance to elaborate why they are the best candidates for the role.

It is also worth noting that;

- Shortlisted candidates will be asked to complete an unseen in-tray exercise
- Panel members keep a record of their assessment of each candidate so the reasons for their decisions are clear, consistent and justifiable. You should therefore expect the Panel to be taking notes.
- You will have the opportunity to ask questions about Goldsmiths Students' Union, the role and potential working conditions.
- If you are unable to attend the interview on the date scheduled we unfortunately cannot guarantee alternative dates, but the Panel will consider any requests carefully.

Further Questions

If you want to chat about the role informally or have additional questions, please let Alison, Advice Service Manager, know via alison.spooner@goldsmithssu.org and you can arrange a chat over the phone or she can provide additional information via email.

Data Protection Act 1998

As part of our recruitment process we may collect and store sensitive personal data about you. We are required by law to obtain your consent prior to doing this. Sensitive personal data is defined by the Act as information relating to any of the following; racial or ethnic origin, political opinions, religious beliefs, trade union membership, health, sexuality or sex life, offences and / or convictions. In relation to recruitment procedures we store data for 12 months after the date on which it is submitted for internal auditing purposes.

Any information of this nature will be treated confidentially.

In relation to individuals appointed to posts, it is our policy to store data about post-holders for the length of their employment and for 7 years afterwards, for purposes of providing references.

By submitting a completed application form you will be giving your consent to sensitive personal information being recorded and stored.

JOB DESCRIPTION

Role:	Adviser
Responsible To	Advice Service Manager
Salary:	£27,464 (will be pro rata depending on hours)
Hours:	Part time: 2-3 days per week (flexible)
Contract:	ASAP - end of August
Annual Leave:	24 days plus bank holidays plus closure days per annum (will be equivalent for your role)
Location:	Goldsmiths' College, New Cross, London
Last Updated	March 2019

RESPONSIBILITIES

As an Adviser, you will

- Provide advice to students regarding university regulations
- Record advice given using a case management system
- Prepare relevant documentation for academic appeals, complaints and misconduct investigations, attending meetings where appropriate.
- Maintain client records in a confidential manner
- Contribute towards the development of advice policies
- Provide occasional advice and information to students on welfare matters (housing, money, student life).
- Prepare relevant documents for welfare cases as appropriate
- Assist with the development and delivery of relevant training and briefing to staff, officers and volunteers.
- Attend meetings with university staff, students and community stakeholders as requested.
- Produce and update advisory documents and web site content for students on relevant issues
- Maintain an up-to-date knowledge of higher education, welfare matters and best practice in advisory services

GENERAL DUTIES In addition, all staff have the following general duties laid out in their job descriptions:

- To deliver and develop targets outlined in the Union's strategic plan.
- To contribute and assist in the Union's planning processes and the review of its performance and systems.
- Contribute to the positive and professional image of the Union and not act in such a manner as to bring the Union into disrepute.
- To observe and uphold the requirements of the Union Constitution and act at all times in accordance with policies including equality of opportunity.
- To undertake your own typing, filing, photocopying etc.
- Undertake any other duties appropriate for the grade and responsibilities of the post that may from time to time be reasonably requested.
- To take ownership of, their Induction, Personal Review Programme, 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.
- A condition of employment is that all staff are expected to assist in key events throughout the year e.g. Welcome and any other key events, including elections, if necessary.
- 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.
- Where you are required to work with volunteers you must support and manage them appropriately in line with the Students' Union volunteer policy
- Environmental consideration and environmental best practice is the responsibility of all Students' Union staff
- Any other tasks that would be deemed suitable within this role as directed by line manager

Person Specification

	Application	Interview
EXPERIENCE		
Working with a caseload (D)	✓	✓

Offering advice and guidance	✓	✓
Working with people who are distressed	✓	✓
Researching information	✓	
KNOWLEDGE		
Using a case management system (D)	✓	✓
Understands and adheres to relevant policies and procedures	✓	✓
Knowledge of support needs of people who have experienced sexual harassment or domestic violence	✓	✓
PERSONAL ATTRIBUTES		
Ability to remain impartial and respect confidentiality	✓	✓
Understanding of and commitment to the principles of equality, diversity and inclusion	✓	✓
An empowering and supportive approach to others	✓	
Demonstrable ability to balance multiple competing demands of work	✓	