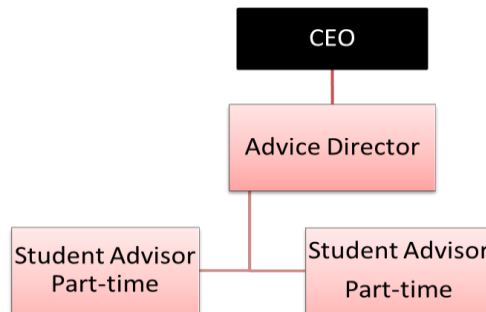




Job Description

- Post Title:** FXU Advice Director
- Salary:** This post has been evaluated at Grade 5.
- Hours:** 35 hours per week, full time – to provide an all year service for students and allow for training, planning and review. Specific work hours and weeks will be agreed with the line manager to meet service requirements. These will normally be based on a 7 hour day Monday – Friday.
- Date:** May 2015
- Work Base:** The post holder will be expected to work across the Penryn and Falmouth campuses, as agreed with the Line Manager.
- Employer:** FXU is a registered charity governed by an elected Board of Trustees, to whom all employees are accountable. Staff is employed by Falmouth University on behalf of the FXU Board of Trustees
- Responsible To:** FXU Chief Executive Officer



Job Purpose: To provide a confidential, comprehensive information and advice service to individual students within the Advice Service remit as described below, and within the scope of the Service Definition Statement. To provide support as appropriate and ensure that, where necessary, enquiries are referred to other services and agencies.

Service Remit: FXU is the combined students' union for students of University Exeter Cornwall Campus and Falmouth University. It aims to provide effective, all year, representation, services and support for all students whilst maintaining a student led ethos.

The FXU Advice Service provides free, confidential and independent information, advice and support to all students of Falmouth University and University of Exeter in Cornwall. The Advice service covers the entire spectrum of welfare queries including student financial support; Social Security benefits; debt counselling; Landlord and Tenant queries; consumer advice; personal welfare; employment issues and Institutional / academic-related problems.

FXU Strategic planning support

1. Co-ordinate and deliver FXU's student advice strategy in support of long-term organisational strategy.
2. Lead on implementing strategic planning for FXU advice services in accordance with FXU strategic objectives.
3. Provide advice, guidance and support to enable the Presidents, Executive Officers and student staff and volunteers to take a leading role in decision making.
4. Lead in creating a culture of excellence in customer service, ensuring that students' needs and expectations are effectively identified, measured and met across all areas of FXU student advice.
5. Advise on short, medium and long term operational improvements in recognition of FXU's strategic aims and future planning framework.
6. Devise and develop initiatives and partnership agreements that increase opportunities for students to access advice services and gain recognition for their achievements.
7. Work with partners to plan developments to extend services available to students eg BeMe
8. Research and advise on models of best practice in the student advice sector.

Key Areas of Responsibility and Duties

1 Service Planning

- 1.1 Actively contribute to FXU Strategic planning and monitoring processes and take action to implement agreed targets.
- 1.2 Provide information and feedback from students accessing the advice service to inform planning and budget setting processes.
- 1.3 Carry out consultation with students to obtain accurate up to date monitoring information and inform future plans.
- 1.4 Work closely with the FXU President-Community & Welfare to share information, plan service developments and inform campaign plans.
- 1.5 Actively encourage and support the involvement of the FXU Executive Officer – Equal Opportunities and other students in planning processes.
- 1.6 Identify resource needs to inform budget setting processes.
- 1.7 Work closely with the FXU CEO to develop a sustainable future for the FXU Advice Service

1.8 Provide an all-year service to meet the needs and demands from students

2 Service Delivery

- 2.1 Provide accurate, independent and impartial information, advice and support to individual students.
- 2.2 Undertake casework, advocacy and representation as appropriate.
- 2.3 Follow up individual cases, as appropriate, to ensure enquiries have been satisfactorily resolved for students.
- 2.4 Complete case record sheets & statistical monitoring sheets, maintaining all paperwork in accordance with confidentiality guidelines & data protection legislation.
- 2.5 Assist / support students in the preparation of paperwork – eg. forms, statements, letters, etc.
- 2.6 Prepare additional paperwork – eg. supporting statements, letters, etc. on behalf of a student, as appropriate.
- 2.7 Assist / support students by checking Social Security benefit calculations; tax credit awards; student support assessments; etc, and, where appropriate, assist / prepare appeals against incorrect decisions, highlighting relevant legislation / procedures.
- 2.8 Negotiate with third parties, as appropriate, on behalf of individual students.
- 2.9 Respond to enquiries to the Advice Service, by email, phone and in person.
- 2.10 Maintain an up-to-date working knowledge / awareness of legislation and policies in order to accurately advise and support students with their enquiries and available options.
- 2.11 Plan and deliver group sessions for students

Staff Management

- 3.1 Line manages the Student Advisors.
- 3.2 Co-ordinate the recruitment, selection and induction of FXU Student Advisors staff, as required, in conjunction with the FXU CEO and in line with HR policy and procedure.
- 3.3 Ensure that FXU staff has clear direction and information to enable them to achieve agreed key objectives.
- 3.4 Identify the training needs of FXU Student Advisors and implement strategies for their professional and personal development.
- 3.5 Support and manage staff in accordance with FXU and Falmouth University's HR procedures, to promote a positive working environment and effectively motivate staff.
- 3.6 Ensure effective communication within the team including information sharing mechanisms and team meetings.
- 3.7 Assist with the induction and training of FXU Student Advisors.
- 3.8 Contribute to the recruitment of FXU Student Ambassadors.
- 3.10 Make sure systems are in place to effectively manage and support FXU Student Advisors.

4 Administration

- 4.1 Maintain accurate up to date records and monitoring information.
- 4.2 Monitor budget expenditure within the advice service in liaison with the FXU & University of Exeter Finance team

5 Partnership Work

- 5.1 Develop and maintain a network of local professional experts and services to whom you may need to refer students or seek specialist information or advice.
- 5.2 Establish and maintain strong working relationships with individuals and departments in Falmouth University, Exeter University and Falmouth Exeter Plus, sharing information, attending meetings as agreed and contributing to service developments.

6 Marketing and Communications

- 6.1 Produce regular updates for circulation through newsletters and FXU social media.
- 6.2 Ensure that the Advice section of the FXU website remains current, informative and accessible to students in line with agreed FXU protocols.
- 6.3 Participate in open days and events as agreed to promote FXU and the Advice service.
- 6.4 Prepare draft promotional materials and press releases in line with agreed FXU policy and procedure
- 6.5 Research and produce information and guidance for students.
- 6.6 Distribute information to promote the FXU Advice Service through a variety of media and communication channels.
- 6.7 Provide timely accurate information and work requests to enable the Marketing and Events teams to support the planning and promotion of FXU activities and events.

7 General Duties and Responsibilities

- 7.1 To work in line with the FXU Mission, Vision and Values at all times, working with others to provide a supportive, responsive, student-centered environment and services.
- 7.2 To actively support elected student officers, volunteers and employees in playing a full role in FXU decision making and activities, ensuring that FXU maintains a student-led ethos.
- 7.3 To present a positive image of FXU at all times, through every aspect of your work.
- 7.4 To maintain an up to the minute working knowledge of all FXU service areas in order to support them and provide accurate, detailed information to students and others.
- 7.5 To ensure that all FXU policies, procedures and agreed protocols are adhered to.
- 7.6 To contribute to FXU planning, review, monitoring and reporting processes and activities.
- 7.7 To participate in FXU team meetings and activities and represent FXU at other meetings as agreed.
- 7.8 To ensure that all FXU marketing and communication materials within the designated area of responsibility are accurate and up to date.
- 7.9 To actively support equality and diversity policies of FXU, University of Exeter and Falmouth University.
- 7.10 To respect the rights of individuals by maintaining confidentiality and working in line with data protection legislation.
- 7.11 To attend training courses as identified and agreed for appropriate development.
- 7.12 To participate in the Annual Performance Development Review Process
- 7.13 To communicate, liaise and maintain effective working relationships with colleagues within Falmouth University, University of Exeter and Falmouth Exeter Plus, as well as individuals and organisations outside FXU and the institutions eg suppliers, promoters, local businesses, media / press contacts, etc.
- 7.14 Working within the Health and Safety at Work Act, the post-holder has a legal duty to take reasonable care for Health and Safety both for themselves and others who may be affected by their actions. They are also required to undertake Health and Safety training commensurate with the level required by the post and to take part in risk assessment procedures and the implementation of agreed recommended work practices within the area.
- 7.15 To undertake other duties not specifically stated above, which from time to time are necessary without altering the nature or level of responsibility involved.
- 7.16 To work in accordance with FXU's Environmental Impact & Ethics Policy and to make a commitment to improving FXU's environmental impact by means of energy saving and recycling in the workplace

8 Key Links

FXU CEO

FXU President Community & Welfare

FXPLUS Student Support Services

Person Specification

Post title: FXU Advice Director

CRITERIA	ESSENTIAL	DESIRABLE
Knowledge (Education, training & experience)		
Management experience	✓	
Experience of managing projects	✓	
Proven experience of instigating development	✓	
Experience of managing budgets	✓	
Experience of maintaining clear and accurate case notes and records.	✓	
Proven ability to lead the strategic direction of an advice service	✓	
Significant experience working as an adviser.	✓	
Knowledge of HE sector and issues affecting students.		✓
Experience of representing / negotiating on behalf of others.		✓
Knowledge / awareness of financial constraints / difficulties experienced by students		✓
Any relevant qualifications or training in providing legal / financial / welfare advice.		✓
Proven office experience and administrative experience	✓	
Experience of working within a Students' Union or Higher Education Institution		✓
An understanding of, and commitment to Health & safety standards and how to implement them	✓	
An understanding of and commitment to the principles of Equal Opportunities	✓	
Experience of using social media and websites in a professional capacity	✓	
Experience in supervising staff and providing support for training and development to direct reports	✓	
Skills		
Good writing skills (good knowledge of English grammar)	✓	
Proven experience and proficiency in the use of Microsoft packages including Word, Excel and Outlook	✓	
Good verbal communications	✓	
Able to communicate effectively with people at all levels through a wide variety of ways	✓	
Ability to interpret legislation / policy and maintain an awareness of its complexity.	✓	
Able to work independently and refer appropriately.	✓	
Attributes		
Empathy towards and ability to relate to students	✓	
Enthusiasm for working with students	✓	
Proactive approach and welcoming of change	✓	
Able to demonstrate initiative and self motivation	✓	
Flexible and adaptable team player	✓	
Proactive, looking at alternative solutions to problems that arise, without referral to manager	✓	
Interested in personal development of self and others	✓	

Tactful, patient and diplomatic with high standards of integrity	✓	
Organised and systematic	✓	
Able to focus on finer details	✓	
Ability to work independently & use own initiative	✓	
Ability to work flexibly within a team	✓	
Ability to plan and manage own time and workload effectively	✓	
Ability to multi-task and prioritise in a busy and demanding environment	✓	