

JOB DESCRIPTION

Post Title:	Guild Advice Centre Manager
Responsible to:	Director of Support and Development
Responsible for:	Staff and Volunteers working within the Guild Advice Centre
Summary of post:	To lead a team of core staff and volunteers to deliver a high quality advice service for students studying at the University. Leading the development and delivery of proactive advice based campaigns and information provision. Supporting the Officer Team through collection and monitoring of evidence to inform Guild priorities and their work in developing and enhancing the student experience.

DUTIES & RESPONSIBILITIES:

1. To work with the Director of Support & Development to deliver a high quality advice service for students studying at the University of Birmingham.
2. To manage and develop the staff and volunteers within the Guild Advice Centre ensuring effective recruitment, induction and on-going development within the organisation.
3. To prepare and manage the budget for the department in accordance with the Guild's financial procedures manual.
4. To develop and maintain effective working relationships with the University of Birmingham colleagues in addition to other internal and external stakeholders.
5. To develop significant expertise in the areas of: Housing, Student Finance, Academic legislation and employment and immigration in order to develop services, provide information, insight and analysis to Officers, elected representatives and colleagues.
6. To lead and monitor the work of the Guild Advice Team in summarising meeting papers, research topics and preparing briefings to support representatives at University and other community meetings as appropriate.
7. To lead the proactive development and delivery of advice based information and change campaigns across the academic year to raise awareness of students' key rights and responsibilities, agreed in conjunction with the Full Time Officer Team.
8. To prepare a termly report that summarises advice based issues and trends across the University, and where relevant nationally, to allow for intervention where necessary with the University.
9. To implement health and safety policies and procedures for the Department and its services.

10. To provide routine reports on the financial and operational performance of the Guild Advice Centre
11. To implement and monitor relevant policies and procedures for the Guild Advice Centre and its service users.
12. To affiliate to relevant bodies and establish a network of contacts at local, regional and national levels as necessary.
13. To develop and implement plans and initiatives that will lead to future improvements, including new and enhanced income streams.
14. To identify improvements from valid market research and other evidence sources and recommend these through the line management structure.
15. To liaise with other relevant service providers – both local and national, to ensure information is accurate and up to date
16. To put forward recommendations for developing the service that is in-line with the Guilds strategic plan, its vision and values. To implement these as agreed with the line manager.
17. To investigate new partners and potential alternative sources of funding for the development of the Guild Advice service that increases its ability to be at the heart of the student experience at the University of Birmingham
18. To identify and address training and development needs within the Guild Advice Centre in order to meet current and future service needs. To devise and deliver in house training where relevant and source suitable external providers
19. To ensure compliance with quality standards both internal and external and that policies and procedures conform with relevant legislation
20. To maintain a personal and team awareness of regional and national developments in the field and to attend appropriate conferences and training where relevant
21. To maintain appropriate records and statistics for monitoring and developing performance and the Advice and Representative functions of the Guild Advice Centre
22. To undertake appropriate training and personal development as required for the role
23. To adhere to all relevant Guild Policy with particular reference to staffing, health & safety, environmental and any relevant Guild Policy where it may impact upon your role
24. To participate as a member of the wider Guild team
25. To support the work of the Support & Development Directorate and Guild, where necessary, in the event of sickness, holiday or other exceptional circumstances
26. To portray a positive image of the Guild, both internally and externally, and set high standards of personal integrity and professionalism leading by personal example.
27. To undertake such other duties as may be reasonably required, consistent with the nature and grade of the post.

PERSON SPECIFICATION – Advice Centre Manager

	You must be able to demonstrate in your application that you have;	Essential	Desirable
	QUALIFICATIONS		
1	Good general education, to degree standard, including maths and English at least to GCSE grade C or equivalent.	✓	
2	A management/leadership or related professional qualification.		✓
3	Evidence of continued professional development in the area of social welfare law.	✓	
	KNOWLEDGE AND EXPERIENCE		
4	Substantive experience of successfully managing a staff team	✓	
5	Demonstrable experience of developing and maintaining complex relationships with internal and external stakeholders	✓	
6	Experience of developing and managing budgets	✓	
7	Experience of managing a welfare-based service.	✓	
8	Thorough knowledge and understanding of the principles of legal advice work in one of the following legal fields: housing, student finance, academic misconduct processes, employment or immigration	✓	
9	Knowledge of Higher Education Policy	✓	
	SKILLS AND ABILITIES		
10	Ability to effectively promote a service	✓	
11	Ability to present information clearly and concisely in writing or verbally, with excellent written and spoken English	✓	
12	Ability to establish strong working relationships with a wide range of individuals both within and outside the Guild, to include the University, students, staff, student employers, clients and agencies.	✓	
13	Information gathering and/or research skills, for example acquiring knowledge	✓	
14	Ability to work using own initiative	✓	
15	Computer literacy - standard office software including spread sheets and keyboard skills. (Use of web based systems would be advantageous)	✓	
16	Ability to communicate effectively with students one-to-one and in groups	✓	
17	Ability to recruit, motivate and develop others	✓	
18	Ability to balance the needs of individuals and team/organisation	✓	
19	Ability to contribute to organisation-wide initiatives		
20	Information gathering skills, for example acquiring knowledge of new employment service initiatives	✓	
21	Ability to work effectively within a democratic structure		✓
22	Ability to maintain financial records and control budgets	✓	
23	Ability to encourage excellence and a learning and development culture	✓	
24	Ability to take a constructive and co-operative approach to solving problems	✓	

	PERSONAL QUALITIES		
25	Proactive and welcoming of change	✓	
26	Understanding of and a commitment to Equality of Opportunity	✓	
27	Team focussed approach	✓	
28	Self-motivated	✓	
29	Flexible	✓	
30	Committed to continuously improving service delivery	✓	
31	Customer focus	✓	
32	Results focused	✓	
33	Persistent & able to persuade others to meet your deadlines	✓	
34	Attention to detail	✓	

March 2016



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