# JOB DESCRIPTION

## Job title: 2 x Representation & Advice Assistant

**Job Purpose:**

* Support the administrative needs of the Representation & Advice team
* Act as a focus group member, offering opinions as a University of Greenwich Student to meetings, including the Elections Project Board
* Coordinate communication and offer operational support for training sessions, briefing and roadshows during the academic year

**Reports to:** Academic Representation Manager

**Supervised by:** Representation Coordinator

**Responsible for:** Student Volunteers

**Department**

The Representation and Advice team provides students at the University of Greenwich the opportunity to make change by supporting and developing a number of representation systems. We support students to engage with campaigns throughout the year. We also take lead on ensuring that the voice of students is known clearly throughout the Union and University, and we support this through facilitating Elections and other democratic initiatives. We provide support for close to 1,000 student representatives a year, including our four full time sabbatical officers, 11 Part Time Officers and 16 Faculty Officers. We do this by offering training opportunities and comprehensive campaigns advice, guidance and insight. Our advice arm provides a free and confidential service open to all Greenwich students, giving high quality advise on a wide range of topics ranging from housing and financial advice to academic advise.

Throughout the year we manage a number of key projects, including all matters relating to democracy and elections, representation and student governance, training and induction programmes for student leaders, and volunteer development to encourage future leaders.

1. **Duties and key responsibilities**

**Representation and Advice Assistant**

**ADMINISTRATION**

* Provide general administrative support for the Representation and Advice team and the wider workforce as needed.
* Support the Representation team with administration duties as needed including, monitoring emails, data entry and database monitoring.
* Support the Academic Representation Manager and Representation Coordinator with communication to and support of Programme Representatives.
* Take minutes at relevant meetings and ensure correct distribution.
* Support the Representation and Advice Manager, Sabbaticals and other members of staff in the smooth delivery of the Annual Members Meeting and the Democracy Review and other related events.
* Undertake such administration as is necessary in the lead up to Elections, assisting with organisation of training sessions, Question Times and other such meetings on all three campuses.
* To be the primary point of contact for students and staff regarding the constitution and rules of the Union, providing guidance and support to ensure decisions are made in line with Union policy.
* Ensure accurate maintenance of all relevant records and adherence to Union rules and guidance.

**DEMOCRACY SUPPORT**

* Support the Representation and Advice Manager and others in the key objective of delivering free and fair elections in term one 2018, and term two 2019.
* Ensure that appropriate communications (SU and candidates) are produced and distributed as required to agreed timescales by liaising with the Marketing and Insights Team.
* Lead student volunteers during elections by maintaining consistent communication via e-mail and in person, sign posting to relevant volunteer resources, and supporting training as required.
* Contribute to Elections Team meetings as required.
* Monitor candidate publicity (including social media and other web materials) and report any potential breaches to the Deputy Returning Officer.
* Facilitate free and fair elections by familiarizing oneself with the Elections Regulations and Bye-Laws, seeking help and guidance from the Deputy Returning Officer/s as required.
* Undertake such checking of nominations or other forms as necessary.
* Support varied and representative nominations and voter turnout by working with other relevant departments in the SU.
* Act professionally at all times, particularly when candidates and their supporters behavior may be challenging. Be both neutral, and seen to be neutral, with regard to candidates and their supporters.
* Support monitoring and evaluation initiatives throughout Elections by keeping clear records of engagement numbers.

**ADVICE SUPPORT**

* Undertake duties as requested by the Advice Team to ensure that all outreach work complies with risk assessments, data protection and confidentiality and other relevant policies and procedures of GSU Advice.
* Carry out all enquiries in a professional manner in person, on the telephone or via email, ensuring the utmost confidentiality.
* Provide information and guidance to students on all areas of the union’s work.
* Undertake the booking of advice appointments and liaising with the team to support them.
* Follow-up with students in writing as appropriate when advised to do so.
* Support the team in the delivery of the Advice Strategy.
* Support the compiling of reports at the end of the month, as well at the end of the academic year.
* Help the team deliver wellbeing checks across all campuses.

1. **General Responsibilities**

* Represent and be an ambassador for the SU
* Be flexible and carry out other associated duties as may arise, develop or be assigned in line with the broad remit of the position
* Abide by organisational policies, codes of conduct and practices
* Support and promote diversity and equality of opportunity in the workplace
* Treat with confidentiality any personal, private or sensitive information about individual organisations and or clients or staff and Elections data
* Any other duties commensurate with the accountabilities of the post as directed by the line manager

**PERSON SPECIFICATION: REPRESENTATION ASSISTANT**

**EXPERIENCE**

* Experience of administration and organization of meetings and people.
* Experience of being part of a team, ideally within an office environment, working to expected standards.
* Understanding of Higher Education students, including barriers to participation in Students’ Union.
* Experience of promoting events or other activities in hard copy and online.

**SKILLS AND ABILITIES**

* Clear communication skills face to face and on the phone or email.
* Ability to troubleshoot difficult situations, and deal with them calmly, efficiently and effectively.
* Writing skills – produce basic reports and ability to write succinct documents according to instruction.
* IT skills at a level that supports report writing, email, internet and spreadsheets.
* Time management and organisational skills.
* Ability to engage and motivate others.
* Self-motivated with the confidence to work alone but can also work co-operatively and flexibly as part of a team.
* Ability to stay focused and efficient in the face on changing priorities day to day.
* Enthusiastic and able to take initiative during busy periods.

**KNOWLEDGE**

* Demonstrated understanding of the centrality of democracy in a Students’ Union.
* Demonstrated understanding of the importance of confidentiality.

**EDUCATION/TRAINING**

* No one specific qualification is required.

**PERSONAL ATTRIBUTES AND OTHER REQUIREMENTS**

* A self-starter, able to work individually and as a member of a team.
* Enthusiastic about supporting others to create change and doing so within a dynamic organization.
* Commitment to anti-discriminatory practice and equal opportunities. An ability to apply awareness of diversity issues to all areas of work.
* Able to work some evenings and weekends during busy periods, including but not limited to Welcome, elections period, Student Led Teaching Awards and Varsity.
* Commitment to the values and ethos of the SU.

**TERMS AND CONDITIONS**

**Salary: £7.50 per hour paid fortnightly**

**Contract:**Temporary, part-time contract. Flexible working.

**Hours of work:** Minimum 8 hours per week (Times are flexible). Full days as required during busy periods.

**Location:** Dreadnought Building, Greenwich and Southwood Site, Avery Hill. Occasional work at Medway Campus.

**NOTE:** Full terms and conditions to be finalised at contract stage.

**APPLICATION CLOSING DETAILS:**

Application deadline: 4th September 2018 at Midday.

*Interviews will be held on the 11th of September 2018.*

**TO APPLY**

If you would like to discuss the role, please Contact Arushka Theagarajah, Representation Coordinator, to discuss the role. Please email [a.theagarajah@gre.ac.uk](mailto:a.theagarajah@gre.ac.uk) to arrange an appropriate time for a phone call to answer any questions you may have.

To apply for this role please submit a **CV, a** **covering letter explaining how you meet the requirements set out in the person specification** and the [**Equal Opportunities form**](https://www.suug.co.uk/pageassets/aboutus/jobs/4.-Equal-opps-form-May-2018.docx) to [sureception@gre.ac.uk](mailto:sureception@gre.ac.uk) by the application deadline.