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Recruitment Pack

Advice & Wellbeing Service Manager
Greenwich & Avery Hill

(12 Month Fixed Term Contract)

Greenwich Students' Union
gsurecruitment@gre.ac.uk

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Dear Candidate,

Thank you for taking an interest in this role at Greenwich Students' Union (GSU).

GSU is a charitable organisation which plays a crucial role in the experience of over 20,000 students who attend the University of Greenwich. Our job is to ensure that students have a great time and Greenwich and we empower them to change the world.

We have three main departments here at GSU: Membership Services, Commercial Services, and Support Services. These services spread across three campuses with our main offices being based at Greenwich and Avery Hill in Eltham and Medway in Kent.

The Greenwich & Avery Hill Advice Service Manager plays a pivotal role in providing comprehensive support and guidance to students cross the Greenwich and Avery Hill Campuses as well as managing the Advice service.

Opening: 2nd November 2026
Closing: 27th November 2026
Interviews: Week Commencing 7th December 2026
Salary: £40,168.36 - £49,402.02*
New starters will be placed on the bottom spine point of their grade. If you would like more information on our Pay Policy, please let us know.
Hours of work: Full Time - 35 Hours Per Week

The following pages contain a summary of the principal terms and conditions, key dates in the recruitment process and some information about the Students' Union. Please check you have downloaded everything you need to complete your application and return it electronically.

If you would like to have an informal chat about this opportunity please contact me at k.e.merry@greenwich.ac.uk

Good luck with your application and I look forward to meeting you.

Best wishes,
Kirsty Merry
Head of Advice and Wellbeing

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Our Services - Membership

Student Representation
Involvement with Student Assembly, campaigns, Elections and members representation;

Advocacy and Policy
Provide advice to all our members regarding academic process, housing, money and other issues. We work proactively to prevent student issues arising and secure an early intervention if needed.

Student Activities
Encompasses Societies, Sports groups, Academic Communities, Awards, Varsity and much more;

Employability and Volunteering
Identifying opportunities and providing support.

Finance
Central team responsible for financial activity and support across the Union.

Marketing
Supports communication activity for GSU and all its services, events and activities.

Organisation Development
Looking after HR, governance and training across GSU.



Our Services - Commercial

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Lower Deck in Greenwich
The best student bar in Greenwich.

Tudor Café in Avery Hill
Selling takeaway food and coffee, snacks and confectionery, merchandise, groceries and toiletries.

Candy Shack in Avery Hill
Milkshakes by day, cocktails by night!

The Deep End in Medway
Selling hot food and drink, as well as grab-and-go options.

Greenwich Lookbook
Our shop selling University branded merchandise online and in our merch store in Greenwich.

Flagship Events
Offering venue hire in the heart of Greenwich (Avery Hill and Medway TBC).



Staff Benefits

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HOLIDAYS:

25 days per annum
8 bank holidays
3 free days over the winter holidays
Additional 1 day for every year at GSU
(up to 5 years)

MISC LEAVE:

1 day off to move to a new house
1 day off for wedding attendance of immediate family
1 day off to attend funeral
3 days off for death or serious illness of immediate family
Study/exam leave
Health appointments
Parental & carers leave
Sick dependents leave
Generous sickness leave pay
Generous maternity and paternity leave pay

PENSION:

Employee contribution: 5 – 7%
Employer contribution: 4 – 6%

MISC BENEFITS:

Parking permit loan
Travel loan
Eye test and contribution to lenses
Insurance – death in service
Training/staff days
Flexible working

MISC PERKS:

Free large soft drinks (post mix) in the Lower Deck and The Deep End
Student prices on hot drinks in Lower Deck and Tudor Café
Student prices in Lower Deck and the Deep End on all applicable menu items
Free venue hire at Lower Deck
Tea, coffee and milk in offices

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Application Process

Your application is very important, as the information you provide will be used in deciding whether or not you will be shortlisted for interview. The following advice is designed to help you complete it as effectively as possible. This is part of our commitment to ensuring equal opportunities for job applicants.

Greenwich Students' Union (GSU or SU) wholeheartedly supports the principles of equality and diversity in employment and service delivery. We aim to encourage, value and manage diversity and we recognise that talent and potential are distributed across the population. Not only are there moral and social reasons for promoting equality of opportunity, it is in the best interest of this organisation to recruit and develop the best people for our jobs from as wide and diverse a pool of talent as possible.

TIMELINE FOR RECRUITMENT

At GSU we aim to have our recruitment processes as clear and structured as possible. Ideally, we have our advert listed on various websites for one month. Following the deadline date, we will aim to shortlist within a week. Once shortlisting has been completed, the successful candidates will be informed and given an interview date a week ahead. This will allow our successful candidates the opportunity to prepare and make arrangements.

PLANNING YOUR APPLICATION

When planning to submit your application, read through the material provided, including the job specification and recruitment pack.

PERSONAL SPECIFICATION

The Person Specification is the list of criteria or requirements needed for the post. To be shortlisted you have to fulfil each of the essential points marked 'Application', demonstrating your abilities by giving examples. The strongest applications will detail with examples how candidates meet all of the criteria, including drawing on previous experiences and transferable skills. Remember that voluntary work or work at home can be as valuable as paid employment.

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Application Process

COMPLETING YOUR APPLICATION

Step 1: To apply use our online recruitment portal setting out how your experience, skills and values equip you for the role. In addition, you can submit a CV if you wish to do so.

Step 2: Complete the Equal Opportunities Monitoring information within the application for,. This is not disclosed to recruiting manager or shortlisting team.

Step 3: Please submit in time for the stated closing date. Please note that applications received after the closing date will not be considered.

SHORTLISTING

All applications will be sent to the selected recruitment panel who make their preferred selection based on the requirements that meet the personal specification. Candidates who meet the criteria are shortlisted for an interview.

INTERVIEWS

The interview panel will normally be formed of 3-4 staff members who will ask questions based on the values and competency required for the role. For some roles you may also be asked to participate in a task or presentation. The applicants will be informed of this ahead of their interview date. If you are not able to attend the interview, we cannot guarantee that an alternative date will be offered. The Panel will consider requests for alternative dates as they arise.

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Job description and Personal Specification

JOB DESCRIPTION

Job title: Advice Service Manager,

Greenwich & Avery Hill, (12 Month Fixed Term Contract)

Job Purpose:

The Greenwich & Avery Hill Advice Service Manager plays a pivotal role in providing comprehensive support and guidance to students across the Greenwich and Avery Hill Campuses as well as managing the Advice service.

This position is responsible for promoting and continually improving the Advice Service, including developing proactive interventions to enhance student success and evaluating the impact of these services through regular recording and reporting.

The manager will collaborate with other departments to ensure a holistic approach to student support.

Reports to:

Head of Advice and Wellbeing

Responsible for:

2 x Student Adviser's across Greenwich & Avery Hill Campuses.

Department/Service

The GSU Advice Service provides free, confidential and impartial advice to all University of Greenwich Students.

The aim is to empower and provide students with quality advice so that they can make an informed decision. The service is independent of the university.

Advice is provided mainly in the areas of Academic and Housing matters.

Advice is provided 1-1 online, in-person, and via the telephone as well as in group settings when required, i.e. workshops.

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Duties and Key Responsibilities

Duties and Key Responsibilities

Advisory Team Management:

- Foster a positive and collaborative work environment for all staff.
- Provide regular supervision and support when required for Advisers dealing with challenging cases.
- Provide guidance and professional development opportunities for staff managed.
- Manage Greenwich and Avery Hill Advice Service within agreed budgets.

Operational:

- In conjunction with colleagues contribute to any professional awards for the service, i.e. quality mark, etc.
- Track and monitor issues affecting students.
- Reasonable cover for the Advice Service Manager (Medway) during periods of absence (can be done remotely).
- Monthly report writing or deputising for Head of Advice and Wellbeing relating to Advice.
- To provide advice to students accessing the service.
- Attend relevant meetings/hearings with Students in relation to Advice cases.
- To create and maintain case records ensuring confidentiality as per the services procedures.
- To attend and contribute to appropriate meetings internally or externally.

Service Promotion:

- Develop and execute strategies for promoting the Greenwich & Avery Hill Advice Service to both new and current students.
- Collaborate with the marketing and communications team to create marketing materials and campaigns when required.
- Engage in outreach efforts to raise awareness of the Greenwich & Avery Hill Advice Service.

Budget and Financial Management

- Together with the Head of Advice and Wellbeing, contribute to the budgetary planning of the Advice budget.
- Have an understanding for delivering activity within the allocated budget and ensuring these are effectively managed.
- Process invoices or equivalent, relating to the aforementioned budgets, where care, accuracy and security are important.

Impact Evaluation:

- Establish and maintain data-driven systems for evaluating the impact/quality of the Greenwich & Avery Hill Advice Service in conjunction with colleagues.
- Collect and analyse data to assess the effectiveness of interventions and make evidence-based improvements.
- Prepare regular reports on the outcomes and impact of the advice services.

Collaboration:

- To develop and maintain strong stakeholder relationships.
- Work closely with other university departments, such as Student Centre, Finance Team, Wellbeing Team, Faculties, etc to better support students.
- To attend meetings and forums as appropriate.

2 General Responsibilities:

- Represent and be an ambassador for GSU.
- Be flexible and carry out other associated duties as may arise, develop, or be assigned in line with the broad remit of the position.
- Maintain and improve competencies through continuous professional development.
- Abide by organisational policies, codes of conduct and practices.
- Support and promote liberation, 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 data.
- Actively seek better ways to assist GSU in its effort to become a more sustainable workplace.
- Any other duties commensurate with the accountabilities of the post.

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Personal Specification

Essential Experience

- Working or worked in advice or a related field.
- Case management system experience.
- Relevant managerial experience.
- Working and building relationships with a range of stakeholders and partners or strategic networking.
- Plan, deliver, manage and evaluate programmes and events.
- Develop and maintain effective systems for collecting, collating and reporting information.

Essential Skills and Abilities

- Data analysis and reporting skills.
- Communication and interpersonal skills to a broad range of people, stakeholders, students, external organisations, etc.
- Leadership and team management skills.
- IT skills.
- Ability to analyse and assess statistics to drive service improvement.
- Work to deadlines and prioritise work.
- Excellent time management and organisational skills with the ability to reach deadlines, within agreed budgets and to a consistently high standard.
- Ability to engage and motivate others.

Knowledge

- Best practices in student advising and support.
- Regulatory requirements and best practice in the advice field.
- Detailed principles of confidentiality, GDPR and handling sensitive data.
- Health and Safety along with safeguarding.

Education / Training

- Advice or related field qualification preferred.
- Professional development in relevant area to the post.

Personal Attributes And Other Requirements

- Able to travel across our campuses, Greenwich, Medway, Canterbury and Avery Hill. There is a dedicated bus service staff can use for Greenwich/Medway/Avery Hill.
- May need to stay overnight for training and conferences. Advance notice given for flexibility.
- Works well in a team with a flexible approach to work.
- Commitment to anti-discriminatory practice and equal opportunities. An ability to apply awareness of diversity issues to all areas of work.
- Commitment to the values and ethos of the organisation.
- Commitment to the values and ethos of GSU.