

Advice & Education Projects Assistant

Purpose of the role

- Assisting with or delivering education and representation projects and campaigns;
- Delivering high quality advice to Undergraduate, Postgraduate (Taught and Research) and College students (comprehensive training and development provided).
- Supporting the work of colleagues and taking on additional, relevant tasks at the direction of the Head of Advice & Academic Representation.

Relationships

Line Manager: Head of Advice & Academic Representation

Student Officers: Education Executive Officer

Duties and Responsibilities

Assisting with or delivering education and representation projects and campaigns including;

- Research about the student academic experience including focus groups and surveys;
- Producing content for web or digital platforms;
- Organising and servicing informal and formal meetings;
- Assisting with communications to student volunteers;
- Preparing materials for training sessions and events;
- Assisting with events and activities for volunteers;
- Supporting projects that benefit specific communities such as Postgraduate Researchers;
- Evaluation of projects and assisting with reporting.

Delivering high quality advice to Undergraduate, Postgraduate (Taught and Research) and College students;

- Assisting with triage of enquiries for students (both email and face to face);
- Undertaking an advice caseload as directed by the Advice Development Consultant;
- Promoting our service to students and assisting with outreach activities;
- Assisting with recording and analysis of cases using relevant software;
- Continually developing advice skills and knowledge of University regulations and ordinances, in order to deliver a high-quality advice service to students.

Some flexibility of working hours is required for the role and you will be expected to work occasional evenings and weekends with prior notice. Time off in lieu (TOIL) would be accrued in such circumstances, as agreed in advance. There may also be times when you are required to work at our London Campus, with prior agreement and expenses covered.

Pay

LSU Scale 7/23 c£20, 275 per annum.

Benefits include contributory pension scheme, enhanced statutory holidays, staff discounts and access to University facilities.

Hours

35 hours per week, full year. Working times to be agreed with the Head of Advice & Academic Representation.

BEING BEST

Loughborough Students' Union aims to be the driving force behind the UK's best student experience. Working at LSU is all about striving to be BEST. We have set out what this means in our BEST test at www.lsu.co.uk/BEST. To be successful in this role you have to consistently pass the BEST test. We won't leave you to sink or swim; we are committed to developing our people to be BEST.

EQUALITY & DIVERSITY

Loughborough Students' Union is committed being a diverse community where everyone can be themselves openly without fear of unfair discrimination or harassment. We will not tolerate discrimination on the grounds of age, disability, gender, sexuality, race, religion or any other factor that has no bearing on someone's ability to do their job. Where needed, we will make reasonable adjustments to the working environment.

ETHICAL & ENVIRONMENTAL CONSIDERATIONS

Loughborough Students' Union been recognised as one of the UK Greenest organisations and have won many awards to confirm this. We encourage all staff to work in ways that reduce our negative environmental impact and to our highly ethical standards. We are always keen for staff to contribute to our achieving these aims.

LOUGHBOROUGH STUDENTS' UNION INVESTS IN PEOPLE

Loughborough Students' Union believes that its most valuable resource is the people who work within it. We are committed to the development of all our staff and volunteers; we actively encourage people to grow and develop their roles. We achieved recognition as a Gold 'Investor in People' in 2015 and we are constantly working to improve the ways our people can be as effective and happy as possible.