

Recruitment Pack

Advice Administrative Assistant

February 2025

Dear Candidate,

Thank you for taking an interest in this role with us at University of Leicester Students' Union.

As an independent charity representing 19,000+ students, we provide a host of services and opportunities to inspire, represent, support and entertain the students of the University of Leicester.

Our mission is to be an empowering, innovative and inclusive student-led Union; championing their interests and providing a home away from home

This role is within our Advice Service team who are situated in the Percy Gee Building. As a team they have succeeded in helping, directing and advising students who may be struggling with a wide range of issues. They provide confidential academic and housing advice, as well as delivering a number of clinics and proactive work.

The following pages contain all of the relevant information in regards to the role summary and our recruitment process. Please ensure you check the deadline and return your application within this timeframe.

If you have any questions please email SU-HR@leicester.ac.uk

We wish you the best of luck with your application.

Kind regards

Natalie Ciftciogullari

Advice & Support Manager

Application Process

Personal Specification

The Person Specification is the list of criteria or requirements needed to be successful in the role. To be shortlisted you have to fulfil each of the essential tick boxes. You can demonstrate your abilities by giving examples of previous experience and skills that you believe are transferable. Pinpointing relevant experience and explaining them in your Cover Letter will be valued to your application.

Completing your application

To apply for this position please send an up to date copy of your CV and a covering letter, to SU-Vacancies@leicester.ac.uk, explaining how your experience and skill-set makes you the best candidate for the position.

In your email, please include the Job Title you are applying for and be sure to submit your application before the stated deadline.

Shortlisting

All applications will be gathered by our HR department and then sent to the recruiting manager to review. The applications will also be sent to the recruitment panel for discussion. Candidates who meet the criteria are shortlisted for an interview.

Interviews

The interview panel will consist of 2-3 members of staff in the relevant department, who will ask competency based questions on the specific needs of the role identified in the job description and person specification. For some roles, you may be asked to complete a task or presentation. If you are required to complete a task, you will be informed ahead of time. Ideally, you will have 7 days to prepare for you interview.

If you are unable to attend the interview, please inform us immediately so we can try to accommodate another date. Please keep in mind this is not always possible.

Job Description

Under the direction of the Advice & Support Manager, be responsible for the provision of exceptional academic, accommodation and signposting advice to students at the University of Leicester through the Students' Union Advice Service.

Responsibilities Include:

Advice Service

- Act as an ambassador and first point of contact for visitors to the Students' Union's Reception- this could be via phone, in person or email.
- To provide administrative support for the Students' Union Advice Service including responding to emails, answering the phone and sending the consent/ contact form to students.
- Support with the delivery and promotion of the C-Card Scheme.
- Assess and maintain appropriate electronic databases.
- Maintain a high level of confidentiality at all times, work within safeguarding guidelines and adhere to General Data Protection Regulation at all times.
- To work with the Advice team to improve the signposting provision, social media presence and website materials.
- To provide support with events/stalls, and promote the Advice Service at events on and off campus (e.g. Freshers, DeStress, Elections, Housing Fair, Wellbeing Fairs etc).
- Support and advise on projects being delivered by Union departments and Officers.
- To assist the Student Support Manager in the delivery of the departmental strategic plan.

University Communications

- Liaise with University staff and other relevant external parties to share/seek information in relation to advice work and specific projects.

General Activities

- Be required at all times to develop and maintain positive working relationships with colleagues, students, contractors, external stakeholders and all other individuals they come into contact with in the course of their duties.
- Maintain at all times any confidential or sensitive information they are privy to in the course of their duties, which must not be shared with any unauthorised person unless expressly permitted to do so.
- Conform at all times to LSU Policies and Procedures with close attention being paid to Equal Opportunities, GDPR, Data Protection and Equality & Diversity.
- Be flexible and adaptable where necessary in order to meet the ongoing service needs of LSU.
- Carry out any other reasonable duty requested of them as appropriate within the parameter of their role.
- Be aware of, and at all times comply with, all relevant policies and procedures and all relevant statutory responsibilities including fire safety arrangements, health and safety issues including moving and handling, COSHH regulations, etc.

Person Specification

Description	Essential	Desirable	Assessment
Education			
Proficient in the use of Microsoft Office packages, including Outlook, and able to learn new software packages	x		Assessment Or Interview
Currently registered as a student at the University of Leicester	x		Assessment Or Interview
Experience			
Evidence of giving basic advice or guidance (e.g. Student Ambassadors, volunteering, within a job role, as part of your course)		x	Assessment, Interview or Test
Experience of working within a customer facing environment.	x		Assessment Or Interview
Experience of building and maintaining professional working relationships		x	Assessment Or Interview
Knowledge			
Excellent verbal and written communication skills, with the ability to relate to people at all levels	x		Assessment Interview Or Test
Knowledge of working with a wide range of people from different backgrounds, with differing needs and requirements		x	Assessment Or Interview
Knowledge and understanding of confidentiality and General Data Protection Regulation		x	Assessment Or Interview
Skills & Abilities			
Maintaining professionalism in dealing with sensitive or personal information	x		Assessment Or Interview
Remaining calm during busy times or in higher pressure situations	x		
Organisational and administrative skills including an aptitude for attention to detail	x		Assessment Or Interview
Values & Behaviours			
Willingness and ability to support the values of the Students' Union	x		Assessment Or Interview
Evidence of resilience and trustworthiness	x		Assessment Or Interview

Details

Salary:	£12 per hour
Hours of work:	TBC with successful candidate but usually, between 9am and 5pm.
Location:	Percy Gee Building, University Road.
Contract:	Fixed-term until 31 st July 2025
Reports to:	Advice & Support Manger

Deadlines

Applications Open:	10 th February 2025
Applications Close:	17 th February 2025
Interviews:	26 th and 27 th February 2025