



NOTTINGHAM TRENT STUDENTS' UNION

JOB DESCRIPTION

Job title	Advice & Advocacy Manager
Salary	£37,820 - £40,937 (Band M) <i>*pay award pending</i>
Department	Membership Services - Advice Centre
Working pattern (hours/weeks etc)	37.5 hours per week to be worked flexibly to meet the needs of the role. Some evening and weekend work will be required. The post holder will be expected to work across all NTU campuses. Occasional home working is possible however minimum of 80% on campus working is expected during term time.
Responsible to	Director of Membership Services
Supervisory responsibility	Student Advisors, Student-Led Triage Services
Job purpose	<p>To lead and develop Nottingham Trent Students' Union's Advice Centre, ensuring students have access to high quality, confidential advice, representation and advocacy that enables them to navigate challenges and achieve positive outcomes.</p> <p>The postholder will provide strategic and operational leadership of the service, ensuring the effective management of casework, safeguarding responsibilities, service quality and staff development. They will use student insight, casework trends and evidence to influence institutional policy and practice, working collaboratively with elected officers, student representatives, staff, and university stakeholders to ensure student voices are heard and student interests are effectively represented.</p> <p>The role is responsible for driving continuous improvement, innovation and accessibility within the service, ensuring it remains responsive to the changing needs of students and delivers measurable impact across the student experience.</p>

Main duties and responsibilities

Leadership & Management	
1	To manage the Students' Union Advice Centre that delivers accurate, high-quality support to students, while driving continuous service development and improvement in response to student needs

2	To manage and lead the development of the Advice team, ensuring advisors receive ongoing training, supervision and professional development to maintain expertise and service quality, and ensuring all team members receive clear direction and support to achieve agreed objectives.
3	To lead the delivery of operational plans and ensure targets and key performance indicators are achieved. Prepare reports and provide updates to the Senior Leadership Team, NTU and other stakeholders on the performance and impact of the Advice Centre.
4	Responsible for the planning, setting and monitoring of budgets relating to the Advice Centre, ensuring effective use of resources and providing commentary to support management reporting.
Advice & Advocacy	
5	To provide accurate, confidential advice across a broad range of issues, including University procedures such as appeals, complaints, discipline, academic conduct, fitness to practise and extenuating circumstances.
6	To manage and prioritise a diverse caseload, advocating for students and liaising with university departments and external agencies to progress and resolve cases in a timely manner, ensuring effective use of case management systems.
7	To provide supervisory support for the Advice team, reviewing cases, carrying out technical reviews and facilitating peer reviews or partnership working where appropriate, ensuring advice is delivered consistently and in accordance with service standards and procedures.
8	To ensure robust quality assurance systems are maintained, including file reviews, complaints management, policy compliance and continuous improvement processes to ensure a high-quality and consistent advice service.
9	To act as NTSU's Designated Safeguarding Officer, supporting the training of colleagues in safeguarding best practice, responding to concerns appropriately and escalating matters in line with policy and procedure.
Student Representation & Influence	
10	To lead advocacy and policy development through insight and evidence, using casework trends, student feedback and data to influence change in university policy and practice.
11	To lead the collection, analysis and interpretation of advice service data, casework trends and student insight to influence institutional policy, improve student outcomes and inform the Students' Union priorities and campaigns.
12	To work closely with the Student Voice team to brief and support elected officers, student representatives and other student leaders, enabling effective engagement with university governance and decision-making structures and ensuring student perspectives are represented at all levels.
13	To provide training, guidance and ongoing support to student representatives undertaking roles on panels and hearings, including discipline, appeals and complaints processes, developing their understanding of procedures and confidence in advocacy.
Service Development	
14	To drive continuous service improvement through technology and innovation, enhancing core systems and exploring opportunities such as AI and digital tools to ensure services remain efficient, accessible and responsive to evolving student needs.
15	To maintain and develop a student-led triage service, ensuring student staff are effectively recruited, trained and supported to deliver high-quality initial advice and signposting.

16	To lead the promotion, visibility and accessibility of the service, ensuring students from all backgrounds are aware of and able to engage with available support.
Partnerships & Governance	
17	To develop and maintain effective working relationships with key stakeholders across the Students' Union and NTU, including Student Support Services, Academic Registry, Complaints and Appeals Teams, Accommodation, Wellbeing Services, Heads of Department and School-based staff, to ensure coordinated and student-centred support.
18	To identify and manage operational, reputational and legal risks associated with the service, ensuring appropriate policies, procedures and governance arrangements are maintained.
19	To represent the Advice Centre internally and externally, contributing expertise, insight and recommendations to support organisational and institutional decision-making.
20	To actively support sustainable working practices, complying with organisational environmental policies and contributing to initiatives that reduce environmental impact.

Secondary and other duties

1	To be a designated duty manager and a main point of contact in the absence of a senior manager. To take a lead role in managing and facilitating operations within the NTSU spaces across the organisation.
2	To provide operational support for key NTSU membership events and activities throughout the academic year, working collaboratively with colleagues to deliver a high-quality student experience. (e.g. Freshers, Elections, Awards, Campaigns Weeks)
3	To undertake departmental administrative and financial processes, including the completion of monthly finance requirements and other reporting requirements as required.
4	To represent the Advice Centre on internal working groups, project teams and organisational initiatives as required.
5	To contribute to cross-organisational projects and service developments that support the strategic objectives of NTSU.
6	To undertake any other key duties commensurate with the grade and responsibilities of the post, as reasonably required.
7	To embed sustainable practices to reduce the negative environmental impact of their work – especially waste and greenhouse gas emissions.

Standards

- The post holder will, at all times both professionally and personally, portray a positive image of NTSU.
- The post holder will at all times uphold the values of NTSU and thereby demonstrate high standards of integrity, accountability, respect for others, courtesy and professionalism.

- The post holder will be expected to be flexible and willing to support colleagues, both in their own team and in NTSU more widely. They will be expected to undertake any task which helps NTSU achieve its objectives that may be reasonably asked of them, given their role and position in NTSU.
- The post holder will be expected to actively support good practice in energy efficiency, waste reduction, recycling and champion the organisation's ethical and environmental policies.

Miscellaneous

- The definition and examples of work included above are not exhaustive – they are illustrative and for guidance only. A particular post holder with this job title may not perform all duties detailed in this job description. Conversely, not all the duties performed will be listed on this document.
- It is the practice of NTSU to periodically examine employees' job descriptions and update them to ensure they relate to the job as then being performed. This will be done with the Senior Manager in consultation with the employee.

EMPLOYEE SPECIFICATION

Job title	Advice & Advocacy Manager
Department	Membership Services - Advice Centre
Responsible to	Director of Membership Services

How we assess applications: The Personal Specification outlines the knowledge, skills and experience required for the role. Each criteria is marked to show how it will be assessed during the recruitment process: A = Application and I = Interview. Candidates should ensure they provide evidence of the relevant criteria within their application.

Criteria	Essential	Desirable
Experience	Experience of delivering advice, advocacy or casework services, preferably within Higher Education, Students' Unions, charities or similar support environments. (A/I)	Experience of managing advisers within an accredited advice service. (A/I)
	Demonstrable experience of managing complex casework and advocating on behalf of individuals through formal processes and procedures. (A/I)	Experience of leading service development, organisational change or continuous improvement initiatives. (A/I)
	Experience of managing, supervising and developing staff in a professional service environment. (A/I)	Experience of influencing policy, practice or decision-making through evidence-based advocacy. (A/I)
	Working knowledge of the standards required to deliver a high-quality advice service, including supervision, case management, confidentiality, client care, file review, complaints handling and data protection. (A/I)	Experience of working with elected student representatives, volunteers or student leaders. (I)
	Experience of using insight, data, feedback and casework trends to inform service development and improvement. (A/I)	Experience of budget monitoring and resource management. (A)
	Experience of building effective working relationships with a wide range of stakeholders and partners. (A/I)	Level 3 Safeguarding Qualification (or willingness to work towards). (A)
	Experience of managing competing priorities and delivering operational objectives within a busy service environment. (A/I)	Level 5 Management Qualification (or willingness to work towards). (A)
Familiarity with sustainable office practices. (A)		

Skills	Demonstrable resilience in handling complex and sensitive situations. (A/I)	Ability to design and deliver training, presentations and workshops. (I)
	Demonstrable leadership and people management skills, with the ability to motivate, support and develop others. (A/I)	Experience of using case management systems and service reporting tools. (A/I)
	Ability to articulate and explain complex legislative, regulatory or procedural information to a range of audiences. (A)	Experience of leading projects and implementing service improvements. (A/I)
	Ability to analyse information, identify trends and use evidence to inform recommendations and service improvements. (A/I)	
	Ability to exercise sound judgement and make effective decisions in complex, sensitive or high-risk situations. (A/I)	
	Strong organisational skills, with the ability to manage competing priorities and meet deadlines. (A/I)	
	Ability to build effective relationships and work collaboratively with a wide range of stakeholders. (A)	
	Ability to maintain impartiality, confidentiality and professional boundaries at all times. (A)	
	Strong written communication skills, including report writing and presentation of information. (A/I)	
Knowledge	Knowledge of legislation, regulations and policies relevant to the areas covered by the service. (A)	Understanding of Higher Education regulations, governance structures and student rights. (I)
	Understanding of student advice, advocacy and support services. (A/I)	Understanding of academic appeals, complaints, disciplinary and fitness to practise procedures. (I)
	Understanding of issues affecting students and the implications for service provision and student outcomes. (A/I)	Understanding of the role of elected officers, student representatives and democratic structures within Students' Unions. (A/I)
	Commitment to the vision and values of NTSU (I)	Understands what can be recycled on campus, and how to recycle it properly. (A)
	Awareness of good practice in advice services. (A/I)	Knowledge of current issues and emerging trends affecting students and the Higher Education sector. (A/I)
	Understanding of safeguarding principles and best practice. (A/I)	
	Understanding and commitment to equality, diversity and inclusion. (A/I)	
	Awareness of good practice and quality standards within advice services. (A/I)	
	Understanding of confidentiality, information governance and data protection requirements. (A/I)	