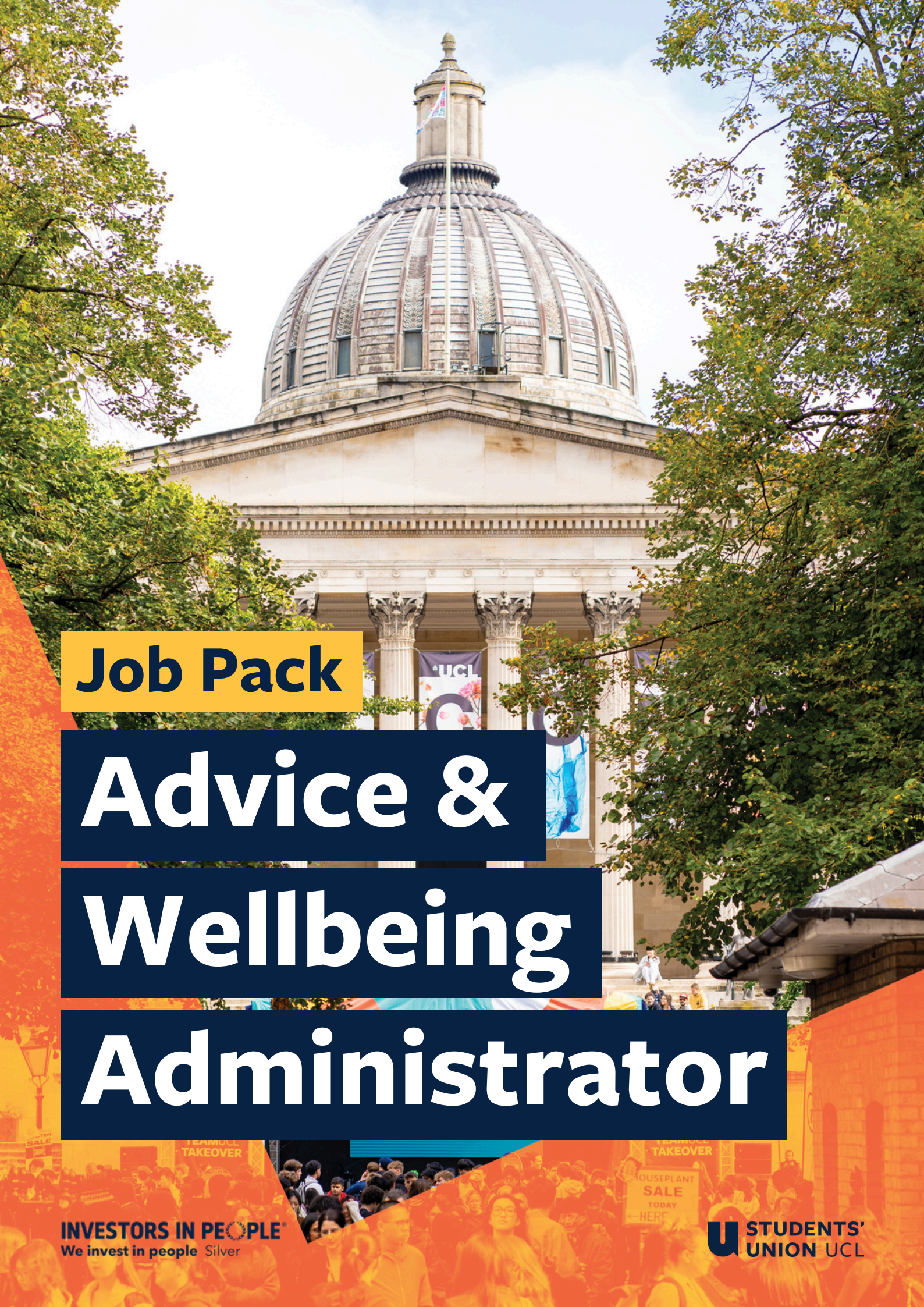




Job Pack

**Advice &
Wellbeing
Administrator**

INVESTORS IN PEOPLE
We invest in people Silver

STUDENTS' UNION UCL

Chief Executive's Introduction

Dear applicant,

I am delighted that you are interested in applying for a role at Students' Union UCL. We are an inspiring organisation that is committed to providing a fantastic experience to the 57,000+ students at UCL.

We aim to give students a transformative experience whilst studying at the University, supporting them to navigate the challenges of university life, making friends and having fun, building their skills and confidence, and empowering them to be exceptional leaders in their future lives and careers.

We're at an important moment in our history, undergoing an exciting period of significant growth and renewal. We have the widest portfolio of services of any students' organisation in the country, providing all of the extra-curricular sports, arts, music, drama and community volunteering at UCL, as well as a wide range of thriving cafes, bars and shops, an independent student advice service, and we empower thousands of students to develop as leaders and represent their peers across the University. We have a vision to become one of the best student organisations in the world.

In recent years, we have:

- Significantly increased student participation in sport and physical activity for students, with 18,000 now engaged in our sports programmes, improving mental and physical health.
- Developed a sector leading student arts programme engaging almost 10,000 students, based in our iconic Bloomsbury Theatre and Studio—London's only student-led theatre.
- Established the strongest student-led social impact programme in the UK, with over 3,000 students engaged in positive social action with our local community.
- Expanded the work of our student Advice Service—supporting more vulnerable students than ever before and launching the UK's largest student-led hardship funds
- Holding the largest student election in the UK with over 17,000 voters
- Been awarded Silver for Investors in People, with the Union described as a dynamic and fun place to work.
- Expanded our cafés, bars, shops and gym to provide a fantastic range of spaces and services for our members and generate more funds to support our activity
- Secured a multi-million-pound investment to enhance co- and extra-curricular activities as part of UCL's new Student Life Strategy.
- Developed our national campaigning and influence, working closely with other Students' Unions to establish Russell Group Student Unions and Sustainable SUs – the national sustainability charter for students' unions.

You can read about our work over the past year here: **Impact Report 2025-26**.

We hope you will be interested in joining us and supporting the next phase of our exciting growth and development.

Best wishes,

John Dubber
Chief Executive



About the Students' Union

Students' Union UCL is an organisation that exists to make more happen. We are the representative body for University College London's (UCL) students, one of the most diverse student communities in the world. UCL students have the potential to do anything, and the Union plays an essential role in helping them to achieve things they may have never thought possible. As a charity we employ over 130 career staff and over 250 part-time student staff, and deliver a wide range of services and representative functions for students. We work in partnership with UCL towards a fantastic experience for all of our 50,000+ students and to ensure that university life enables them to develop the skills, experience and confidence to become the leaders of the future.

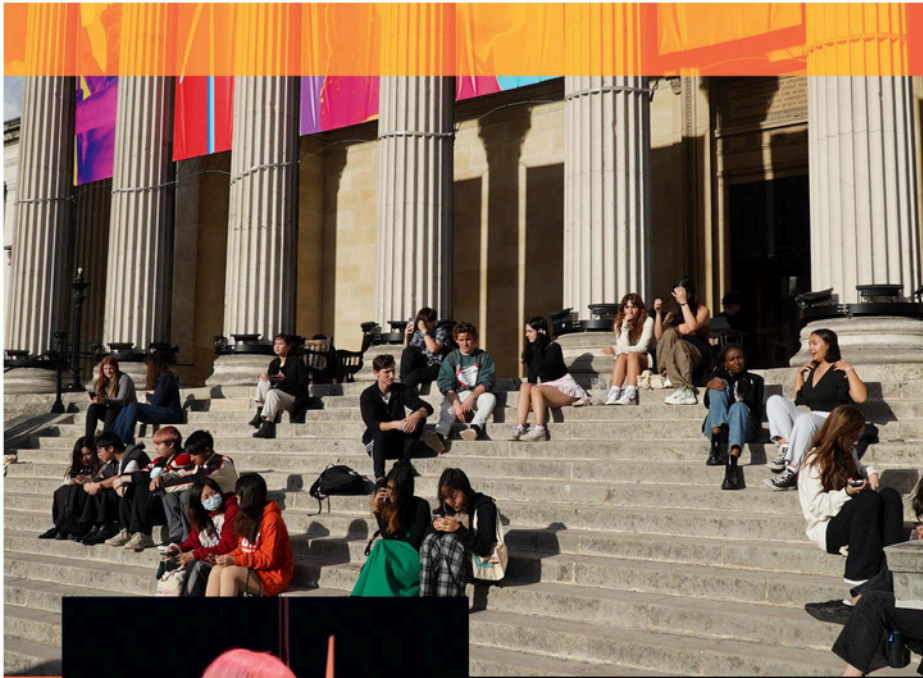
Our vision is of an outstanding experience for all UCL students and to be one of the best students' unions in the UK and the world.

Our Services

Students' Union UCL is one of the largest student organisations in the UK. It is a charity with over 50,000 student members. It employs around 500 staff and has an annual turnover of more than £17m.

It provides a wide range of services including:

- Providing an extensive extracurricular activities programme, including all sport, music, performing arts and volunteering at UCL.
- Over 400 student clubs and societies with over 20,000 members.
- Major events to build student communities and celebrate the culture of student groups across the university.
- One of the largest student volunteering services in the UK, with 2,000 students contributing over 60,000 volunteering hours each year to projects across London.
- Five cafés, four bars, a merchandise shop, a gym, and a convenience store.
- Support to over 2,000 elected student representatives across all university departments.
- An Advice Service supporting students to deal with housing, financial, academic, and employment issues.
- Fitness centre and 100-acre sportsground.
- Student media and radio station.
- Support to student representation, networks and campaigning groups.
- Student Job Shop.



Job Description

Job title: **Advice & Wellbeing Administrator**
Department: **Advice & Wellbeing**
Reports to: **Advice Service Manager**
Grade: **5**

Purpose of the Job

The Advice and Wellbeing team exists to deliver a high standard advice and advocacy function to support and empower our students on a wide range of topics. The team promotes the interests and welfare of UCL students by offering outstanding advisory and wellbeing activities. The team aims to promote the interests and welfare of students at UCL during their studies, and to deliver outstanding proactive prevention and intervention initiatives that are peer-led and student driven, and promote a vibrant and inclusive student community. The team collaborates with other Union departments to inform insight and lobbying work, proactively advocating for solutions to issues that affect the wellbeing of our members and making our services and activities more equitable and inclusive.

The Advice & Wellbeing Administrator will provide high quality administrative support to the Advice & Wellbeing team. The postholder will play a key role in the day-to-day operation of the Students' Union UCL Advice Service, including administering enquiry and appointment management processes, supporting the administration of our financial support funds, supervising student staff and supporting high standards of service delivery .

The postholder will also provide frontline support to students, by handling Advice Service enquiries, booking appointments, and maintaining electronic case records.

The role will also provide support to our expanding prevention and intervention programmes such as our Active Bystander Programme, including overseeing the enquiries, scheduling, and workshop administration.

Duties and responsibilities

Service Delivery

- Oversee the administration of Advice Service enquiries from initial contact through to Advisor allocation, ensuring enquiries are appropriately triaged and recorded in accordance with service standards.
- Manage the various shared email inboxes and ensure that enquiries are responded to in a friendly, effective and efficient manner and appointments arranged as required

- Assist with triaging Sexual Violence Liaison Officer enquiries, booking appointments, maintaining electronic records and providing administrative support to the Officers.
- Respond to enquiries within agreed procedures and escalate safeguarding, welfare or other cases as appropriate
- Monitor enquiry volumes and progression, and produce reports to support service evaluation, planning and influencing activity.
- Handle personal information in a sensitive manner and in accordance with policies and procedures around confidentiality and data protection.
- Work with students in line with the agreed policies and procedures that support an independent, nonjudgemental and confidential Advice Service.
- Administer and support the delivery of Students' Union financial support funds, including handling applications, maintaining records, booking appointments and supporting associated financial processes so they run to the agreed timetable
- Support the coordination and delivery of our Prevention and Intervention and other wellbeing and support programmes such as Active Bystander, including scheduling student staff administration, venue bookings, communications, tracking student sign ups and monitoring participation levels and feedback.
- Assist with preparing materials for workshops, training and events, as required.
- Contribute to a targeted communications plan for our programmes to increase engagement from under-represented groups and departments.
- Assist with ensuring the website content for our programmes and services is up-to-date and accurate.
- Maintain and develop operational guidance and templates relating to Advice Service delivery.
- Promote the Advice Service and programmes to students, the UCL community and external stakeholders by supporting at presentations and events.

Working in the Team

- Provide day-to-day supervision and support to student staff, including induction, training, rota coordination and monitoring performance against agreed procedures, escalating concerns to the Programme Manager (Prevention and Intervention) or Advice Service Manager as appropriate
- Work collaboratively with other members of the team to ensure that an outstanding Advice Service and wellbeing projects are provided that meet the needs of UCL students.
- Attend and contribute constructively to department and team meetings, by sharing relevant updates, outcomes, ideas and learning.
- Support the planning and delivery of training and refresher sessions for student staff.

Personal and Professional Development

- Regularly review own development needs, identifying relevant finance, budgeting and debt advice training and development opportunities to ensure that all information and guidance is up-to-date and accurate.

Note: This job description reflects the present requirements of the post. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the post holder.

Person Specification

Qualifications	Essential or desirable	If tested and when
A good standard of education - GCSE or equivalent in Maths and English, or equivalent experience	Essential	Tested at interview

Knowledge	Essential or desirable	If tested and when
An understanding of issues facing students in HE, including academic, housing, financial and wellbeing matters such as Gender-based violence.	Essential	Tested at both
Knowledge of the HE sector and Students' Unions	Desirable	Tested at both

Experience	Essential or desirable	If tested and when
Experience of administering high-volume enquiries, shared inboxes or case management processes	Essential	Tested at both
Experience of providing administrative support in a student or client facing environment, or supporting delivery of a project or programme, for example through following procedures, updating stakeholders and monitoring performance	Essential	Tested at both
Experience of administering financial support, grants, bursaries, hardship funding or similar schemes	Desirable	Tested at application
Experience of responding to support enquiries from individuals who have experienced sexual violence, harassment, gender-based violence or domestic abuse	Desirable	Tested at both
Experience of coordinating or supervising staff, student staff or volunteers	Desirable	Tested at both
Experience of planning or delivering training, induction or development sessions	Desirable	Tested at both

Skills	Essential or desirable	If tested and when
Able to communicate effectively with students experiencing distress, vulnerability or complex circumstances	Essential	Tested at both
A skilled user of IT, able to use Microsoft Office programs, online tools and case management systems effectively	Essential	Tested at interview
Able to manage time and prioritise workload effectively to manage competing demands; both when working on your own initiative and in a team	Essential	Tested at both
Able to understand and work independently within policies, procedures and regulations and identify when escalation is required	Essential	Tested at both
Able to analyse information and maintain accurate records, reports and data to support service delivery and improvement	Essential	Tested at both

Values, attitudes and personal style	Essential or desirable	If tested and when
An empowering and supportive approach to elected student officers and a keenness to work alongside them	Essential	Tested at both
Demonstrable ability to recognise the needs of others to ensure that both team and personal objectives are met and strong working relationships maintained	Essential	Tested at both
Demonstrable ability to offer analytical, creative and pragmatic innovative solutions to problems maintaining a can-do attitude at all times	Essential	Tested at both
Understanding of and commitment to the principles of equity, equality, diversity and inclusion	Essential	Tested at both
Demonstrable commitment and passion to working in a democratic and student-led environment	Essential	Tested at both
Evidence of commitment to continuing personal and professional development	Essential	Tested at both

Our Vision

An outstanding experience for all UCL students and to be one of the best students' unions in the UK and the world.

Our mission

We build a vibrant and empowered student community with real influence in UCL and beyond, that enables students to enjoy their time at university; pursue their interests and passions; see the world in new ways; and develop the skills and experience to change the world for the better.

Our team

Our biggest resource as a Union is our dedicated staff team, who deliver a range of services, such as providing advice, securing volunteering opportunities, supporting our clubs and societies and running our cafes, bars, shops and gym. We also have a number of staff delivering professional functions such as HR, finance, communications, and systems support.

Our Strategic Themes

Our Vision and Mission will be achieved through delivering four strategic themes:

Effective Influence

Amazing Experience

Vibrant & Inclusive Community

Excellent Union

Read our current strategic plan at studentsunionucl.org/about-us.

Our Values

Community Building

- We aim to build a strong sense of community for all our students.
- We want students to feel they belong and feel pride in being UCL students
- We support and encourage our diverse student communities to grow and succeed.

Empowering

- We support and empower our students to develop their skills and confidence to change the world for the better.
- We help students to pursue their passions, discover new interests, and do more than they thought possible.
- We provide support when students need it, helping them to access information, advice and support that enables them to overcome barriers and achieve their potential.

Inclusive

- We are a diverse and vibrant community with many different opinions, viewpoints, needs and experiences.
- We value every member of our community and always try to ensure that our services enable everyone to participate in our activities and play a full role in student life.
- We believe that everyone has a right to express their views and to be listened to and respected as a member of our community.

Fun

- We want to make university life fun, distinctive and memorable.
- We want all our students to enjoy their time at UCL and are committed to doing all we can to achieve that.
- We embrace a positive, fun and inspiring working culture for our staff and officers

Democratic

- We believe in representative democracy and work to empower and support our elected officers to help them to be effective leaders of the Students' Union and ambassadors for our members.
- We cherish our democratic structures and want as many students participating in them as possible.
- We recognise that not everyone will always agree, so we encourage our officers to listen to a broad range of student viewpoints and seek to ensure that they consider the breadth of student opinion before taking important decisions.

Bold

- We are innovative and ambitious.
- We want to be one of the best student organisations anywhere in the world.
- Bold thinking is part of our DNA. We are part of a diverse, exciting city and a radical university which has welcomed imaginative thinkers and entrepreneurs.

Sustainable

- We want to be the most sustainable students' union in the UK.
- We want to minimise our environmental footprint in every way possible.
- We want to hand the Union on to the next generation of student leaders and staff in better shape than we found it, protecting its assets and services for the future.

Our Officers

Each year we ask UCL students to choose full-time Sabbatical Officers, who are elected by cross campus ballot, and serve as leaders of Students' Union UCL during their term of office. They are elected with a democratic mandate and have the goal of making positive change at the Union, UCL and beyond. In this role they serve as members of our Board of Trustees and work in partnerships with our Senior Management Team to represent students to the university and provide leadership to the Union's work.

We believe that becoming a full-time officer is one of the most impactful ways of making change happen. Officers work full-time on a special area that's important to them and represent students as members of our Board of Trustees and as members of senior university committees. They have support of full-time staff at the Union to ensure that they provide democratic leadership to our organisation. We also hold elections for a wide range of part-time voluntary roles.



Salary and Benefits

The salary for this role starts at £31,904 per annum (inclusive of London Allowance).

The full time equivalent annual leave entitlement is 27 days plus 8 Bank Holidays plus 6 closure days (pro rata for part-time staff).

Amongst the many benefits, there is enhanced pay for maternity, adoption and paternity. We also facilitate flexible working to ensure greater work life balance. These roles qualify for a generous defined benefits pension scheme with an employer contribution. [Read more on UCL's website.](#)

Further details about the benefits are available via the link:

[ucl.ac.uk/human-resources/working-ucl.](https://ucl.ac.uk/human-resources/working-ucl)

If you have any queries or would like to have a discussion about the role please contact:

Tim Wulder, Advice Service Manager, at t.wulder@ucl.ac.uk





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