



**Southampton University
Students' Union**

University of Southampton Students' Union
University Road
Highfield
Southampton
SO17 1BJ

Tel: 023 8059 5200

JMT/Q

6 July 2006

Dear Applicant

Students' Welfare Adviser

Thank you for your enquiry regarding the above post. The following items enclosed should help you to decide whether to apply and also act as a source of reference to the person eventually appointed.

- Further particulars of the post
- Information about the Students' Union
- Application form
- Equal Opportunities Monitoring form
- Equal Opportunities Statement

The information contained within covers much of the requirements of the post but in an organisation as diverse as the Students' Union a wide variety of duties need to be performed so there may necessarily be some omissions. It is hoped, however, that the information provided will have the effect of encouraging applications.

The Students' Union is a friendly and rewarding place in which to work with many members of staff having completed ten and even twenty years of continuing service.

The closing date for applications is Wednesday 12th July 2006. I look forward to receiving your application should you decide to apply.

Yours faithfully

Joanna Thurlow

Joanna Thurlow
Personnel Manager

SOUTHAMPTON UNIVERSITY STUDENTS' UNION (SUSU)
Appointment of Students' Welfare Adviser

Applications are invited for the full time post of Students' Welfare Adviser within the Students' Union Advice and Information Centre (SUAIC). The main purpose of the post is to provide a professional advice and information service to students at the University on welfare, legal and academic issues. The post-holder will report directly to the SUAIC Manager

SUAIC currently consists of the Manager, two international Students' Advisers, a Teacher of English to Partners of International Students and two Administrative Assistants/Receptionists. The Centre is located in the University's purpose built Student Services Centre at the Highfield campus of the University. The post-holder will be based at Highfield but will be involved in outreach services at other sites.

Specific Duties of the Post

- 1) To work as part of a team to provide a comprehensive advice and representation service to students on welfare and academic issues i.e. student finance, money advice, housing, academic issues and legal advice
- 2) To undertake advice surgeries at satellite sites of the University
- 3) To assist in providing information to students in a range of media including leaflets, group talks and electronic communication
- 4) To maintain full and accurate records (both electronic and paper) of casework
- 5) To participate in appropriate administration tasks within SUAIC. This will include correspondence, enquiry monitoring and updating resources including leaflets as required by the SUAIC Manager
- 6) To participate in reception duties within SUAIC as required
- 7) Liaising on a professional basis with relevant individuals and organisations within the University and externally e.g. University Counselling Service and Accommodation Office, Housing Advisory Service, Environmental Health Service and solicitors
- 8) Keeping up to date with changing legislation, University affairs and procedures and other issues that might affect the welfare of students

General Duties

- 9) Attending appropriate training courses as recommended by the SUAIC Manager

- 10) To work with the SUAIC team in the provision of general advice to home students for example finance, academic appeals, discipline and complaint hearings, housing and other relevant subjects
- 11) Ad hoc tasks which come reasonably within the purview of the post

Person Specification

The successful applicant will possess the following essential skills and experience:

- 1) A minimum of one year's experience in working in advice/information giving environment eg. CAB or independent advice centre.
- 2) Detailed and current knowledge of at least one the following areas: student finance; money advice; housing benefits. Training in the areas in which the successful candidate does not have experience will be given as required.
- 3) Administrative skills, particularly in relation to the accurate recording of casework.
- 4) Excellent communication skills, both verbal and written.
- 5) Ability to manage their own workload and to work with minimum supervision but as part of a small team.
- 6) Understanding of equal opportunities issues.
- 7) Experience of the Further/Higher Education sector.

In addition, the following skills would be desirable:

- 1) First degree or equivalent.
- 2) Experience of leaflet production.
- 3) Experience of Students' Unions or membership-led organisations.
- 4) Full, clean driving licence.
- 5) IT/WP skills eg. Microsoft Office, e-mail, WWW, Publisher and Excel.
- 6) Experience of making presentations to groups of people.

Conditions which Govern the Appointment

- 1) The salary will be negotiable within the range £15,508 - £18,517 (level 2b of the pay scale) dependent upon qualifications and experience (subject to 2006 pay award). It is anticipated that the successful applicant will be employed at the lower end of the scale. Salary is subject to an annual cost of living award effective on 1 August and incremental rises on 1 August (after a minimum of six months service). Salary is paid monthly in arrears on the last Friday of each calendar month by BACS transfer to a named bank account.
- 2) Annual leave entitlement is twenty days to be taken during vacations. This will rise to 21, 22, 23 and 24 days after one, two, three and four years' completed service. In addition, there is a number of public and 'other' University days when the Union is closed. Annual leave is subject to agreement with the SUAIC Manager.
- 3) The person appointed will be eligible to join the University's Superannuation Scheme (PASNAS) to which staff currently contribute 5% of pensionable salary. The Union currently contributes 12.8%. The person appointed may elect **not** to join the scheme if he/she so wishes. He/she will also be eligible to join the Southampton University Staff Club.
- 4) The normal hours of work are 9.00am to 5.00pm with an hour for lunch, Monday to Friday.
- 5) There will be a probationary period of four months and the International Students' Adviser will report to, and be responsible to, the SUAIC Manager. He/she will work for and on behalf of the student members.
- 6) The person appointed will be required to live in or near Southampton.
- 7) The person appointed may join any trades union of his/her choice noting that UNISON represents clerical and administrative staff on campus.
- 8) The person appointed will be subject to the sick leave regulations applicable to members of the non-academic staff. There will no entitlement to sick pay (other than Statutory Sick Pay where this applies) during the first three months following appointment.
- 9) The person appointed will be subject to relevant Statutes, Ordinances, Regulations and Standing Orders of Council of the University for the time being in force and to the Constitution, Laws and By-Laws of the Students' Union for the time being in force.
- 10) The appointment will terminate on the 30th September immediately following the post holder's sixty-fifth birthday. In other circumstances the appointment may be terminated by giving one month's notice in writing after the initial eight weeks' service.

Further Information for Candidates

Students' Union Advice and Information Centre

The Students' Union Advice and Information Centre (SUAIC) was established nearly thirty years ago when it was known as the Education and Welfare Department. The centre currently deals with approximately 8,000 enquiries a year from University students, University departments and outside agencies. As part of its information service SUAIC produces booklets leaflets on subjects of importance to students and specific information packs for international students.

SUAIC is open 10.00am to 4.00pm, Monday to Friday throughout the year. Currently an open door policy is operated with appointments being provided as appropriate. SAIC has its own code of practice covering issues of confidentiality, impartiality, access and quality and all staff are required to work in accordance with this code of practice.

In addition to providing advice and information to students SAIC is responsible for providing a number of services to students and their families including:

- English classes for the partners of international students;
- Advertising temporary accommodation in the summer vacation;
- Introductory conferences for mature students and international students;
- Housing week.

SUAIC also assists student officers in running campaigns on issues such as housing, student finance, HIV awareness and other issues relating to the health and welfare of students.

* * * * *

Enclosed with these details is a further information sheet which briefly provides information about the status of the Students' Union, various details about it, and the relationship that exists between elected student officers and members of staff. There is also an organisation chart, equal opportunities particulars and an application form.

The application form should be completed in as much detail as possible. Please provide the names and addresses of two business referees to whom enquiries may be addressed. These should include your current/most recent employer and please indicate whether you would prefer that contact is not made at this stage.

Applications should be sent to Mrs Joanna Thurlow, Personnel Manager, University of Southampton Students' Union, Highfield, Southampton SO17 1BJ - envelopes marked confidential – to arrive by 12th July 2006.

Confidential

UNIVERSITY OF SOUTHAMPTON STUDENTS' UNION

Application for post of:

This form should be completed in **black ink**. Use additional sheets if necessary.

1. Personal Details

Surname: Mr./Mrs./Miss/Ms: _____

First Names: _____

Address: _____

Date of birth: _____

Telephone numbers - day: _____ evening: _____

2. Education/Training - start with most recent

| Secondary School/ College/University | From | To | Qualifications gained and grades |
|---|------|----|-------------------------------------|
| | | | |

3. Present and Previous Employment - start with most recent employment

| Employer | Job title and brief description of duties/responsibilities | From | To |
|----------|--|------|----|
| | | | |

4. Information in support of your application (Continue on a separate sheet if necessary)

Please describe your reasons for applying for this post and explain how your experience, skills and training (including voluntary experience) are relevant to the post in question. Please provide any additional information that you feel is relevant to your application.

5. Outside interests, hobbies etc.

6. Health

Do you have any ongoing illness or medical condition which may affect the performance of your duties in the post. If so, please give details below:

7. **Referees** (who must not be relations and one of whom should be your present/last employer).

| | |
|----------------------|----------------------|
| Name: | Name: |
| Position held: | Position held: |
| Organisation: | Organisation: |
| Address: | Address: |
| | |
| | |
| | |
| Tel. no. | Tel. no. |

References will only be taken up for applicants selected for interview. May we contact your present employer at that time? YES/NO

8. **When would you be unavailable for interview?**

9. **If appointed, how soon would you be able to commence?**

I declare that the information given in this application is accurate and complete to the best of my knowledge.

I agree that the information given on this form may be used for registered purposes under the Data Protection Act 1998.

Signature _____ **Date**

Unless otherwise specified your application form should be returned to:

Mrs J Thurlow,
Personnel Manager,
University of Southampton Students' Union,
Highfield,
Southampton,
SO17 1BJ



Equal Opportunities Staffing Policy

Position applied for:

To monitor the Union's policy it is necessary to collect information from applicants and existing employees on the key characteristics which relate to equal opportunities in employment. The information collected will form a confidential record. It will be used only to monitor the operation of the Equal Opportunities Staffing Policy which aims to ensure that no direct or indirect discrimination occurs on the grounds of sex, colour, race or disability.

Please tick as appropriate:

1. I am: female male

2. **Ethnic Origin** (Please read the list below and tick the appropriate box that you feel most nearly describes your ethnic origin).

I am Asian: Bangladeshi
 Chinese
 Indian
 Pakistan
 Other Asian (Please state)

I am Black: African
 Caribbean
 Other

I am White

Any other ethnic group (Please state).....

3. I have a disability Yes No (If 'Yes', please describe briefly)
.....
.....

I am registered disabled Yes No

4. Where did you learn about this vacancy?

Thank you for providing this information, which on receipt will be detached from your application and will be used only to monitor the operation of the Union's Equal Opportunities Policy in respect of sex, colour, race or disability.



Southampton University
Students' Union

Equal Opportunities Staffing Statement

“The University of Southampton Students’ Union confirms its commitment to a comprehensive policy of equal opportunities in employment in which individuals are selected and treated on the basis of their relevant merits and abilities. The aim of the policy is to ensure that no job applicant or employee should receive less favourable treatment on any grounds which are not relevant to good employment practice. The Union is committed to a programme of action to make the policy as fully effective as possible. Members of staff will be expected to work within the spirit and letter of the Union’s Equal Opportunities Staffing Policy”.

Southampton University Students' Union

University of Southampton

Founded in 1862, the University has its roots in the Hartley Institute, an education institution set up by a local philanthropist. The University of Southampton was granted its Royal Charter in 1952 and in 2002 celebrated its Golden Jubilee. Today, some 20,000 students study at the University, 17,000 undergraduates and 3,000 postgraduates. Nearly 2,000 students come from outside the UK, representing more than one hundred different countries.

The University's main Highfield campus is situated about two miles from Southampton city centre and is a compact mix of older and more modern style buildings, grouped around an attractively landscaped valley. The main library, Students' Union buildings, sports facilities, shops and banks, a theatre and concert hall, are all situated on the Highfield campus. The nearby Avenue Campus houses the Arts Faculty, while the School of Ocean and Earth Science is based at the Southampton Oceanography Centre. Art and Design are taught in Winchester and the Winchester School of Art. University of Southampton New College, at a campus located close to the city centre, is dedicated to teaching and learning through programmes and modes of study appropriate to the needs of students with diverse cultural and social backgrounds.

Students' Union

Structure

All students of the University of Southampton are members of the Students' Union, entitled to use its facilities and to become involved in its governance. The Students' Union is a student led organisation, directed by elected student officers with support from permanent staff. Five full-time elected officers make up the sabbatical team, who hold office for a year at a time. Other elected positions are part-time and students undertake these roles in addition to their studies.

Permanent staff are responsible for the day to day management and activities of the Students' Union. There are around 150 members of staff in total, with 6 senior managers and 12 heads of department running a wide range of commercial and non-commercial areas (see attached chart for details).

While part of the University, the Students' Union is an autonomous organisation, with its own constitution, governance, finances and staff structures. The objectives of the Students' Union are to:

- Promote the general interests of students
- Provide and further welfare, social, cultural, recreational and athletic facilities for students
- Foster amicable relations with the University and externally
- Provide a channel of communication between students and the rest of the University

Services

The Students' Union provides a range of services to its members. The **Commercial Services** are:

- **Nightclub and bars**
A new nightclub venue and bars were completed in November 2002
- **Cinema**
Union Films has been voted best student film society for several years
- **SUSU Café**
Also redeveloped as part of the Union building refurbishment
- **Shop**
Stationery, groceries, toiletries, cards, magazines and much more
- **Travel Centre**
The best prices available for national and international travel

The Union underwent a massive refurbishment, completed in November 2002, which greatly enhanced the entertainment venues and catering services and the student experience.

The non-commercial activities are known as **Membership Services** and consist of:

- **Student Activities**
Athletic Union: around 100 competitive and recreational sports clubs
Clubs and Societies: around 100 social, cultural, political, performing, religious and departmental societies
- **Student Advice and Information Centre**
Confidential advice and information on money, housing, immigration, legal and academic issues
- **Student Community Action**
200+ students volunteering in the community, supporting health, social, educational and environmental projects
- **Student Media**
Student run newspaper, radio station, web site and films unit.
- **Rag**
Raising money for local and national charities
- **Nightline**
Telephone and drop-in peer support service
- **Equal Opportunities**
Representing the interests of all students in the University and externally

The Membership Services Department is also responsible for supporting student course representatives and providing training for student officers and volunteers.

All of these activities are supported by the financial, administrative, building and marketing departments of the Students' Union.

April 2003

