

# Recruitment Pack

**Advice & Wellbeing Service Manager  
Greenwich & Avery Hill**

Dear Candidate,

Thank you for taking an interest in this role at Greenwich Students' Union (GSU).

GSU is a charitable organisation which plays a crucial role in the experience of over 20,000 students who attend the University of Greenwich. Our job is to ensure that students have a great time and Greenwich and we empower them to change the world.

We have three main departments here at GSU: Membership Services, Commercial Services, and Support Services. These services spread across three campuses with our main offices being based at Greenwich and Avery Hill in Eltham and Medway in Kent.

The Greenwich & Avery Hill Advice Service Manager plays a pivotal role in providing comprehensive support and guidance to students across the Greenwich and Avery Hill Campuses as well as managing the Advice service.

***Opening: 9th December 2024***

***Closing: 6th January 2025***

***Interviews: Week Commencing 20th January 2025***

***Panel: Kirsty Merry - Head of Advice and Wellbeing ,***

***GSU Officer - Sodiq Lawal ,***

***Emma Pleasant - Head of Voice and Representation.***

***Salary: £38,154 - £42,943\****

***New starters will be placed on the bottom spine point of their grade. If you would like more information on our Pay Policy, please let us know.***

***Hours of work: Full Time - 35 Hours Per Week***

The following pages contain a summary of the principal terms and conditions, key dates in the recruitment process and some information about the Students' Union. Please check you have downloaded everything you need to complete your application and return it electronically.

***If you would like to have an informal chat about this opportunity please contact me at [k.e.merry@greenwich.ac.uk](mailto:k.e.merry@greenwich.ac.uk)***

Good luck with your application and I look forward to meeting you.

Best wishes,

***Kirsty Merry***

***Head of Advice and Wellbeing***



**GSU PLAN 2026**

**BECOME  
YOUR BEST**

**OUR NEW STRATEGY**



# GSU PLAN 2026

# BECOME YOUR BEST

At Greenwich Students' Union (GSU) we're proud to have made transformative change over the last few years by acting on student feedback and working with our members to make our democracy more accessible, develop the quality and scope of our member services, improve our physical spaces and transform our communication methods.

Recently recognised as a Quality Students' Union, GSU now has an established physical footprint at our three campuses in Avery Hill, Greenwich and Medway, supported by our online spaces.

Our new strategy - GSU Plan 2026 - sets out our action plan that will take us into our next phase of development, ensuring our members are able to shape future opportunities and services. Our role as a Students' Union is to continually evolve our offer for the members of today and future generations.

We have one goal by 2026; supported by GSU and our services, our students to become their best at Greenwich and beyond.

We will focus our team and our time to represent student interests, working with our members to ensure you have access to:

- The best quality and inclusive education.
- Develop skills to be life ready.
- Be the best you can be while they study.
- Find where you belong at Greenwich.
- Take actions to protect our planet together.

Click here to read our plan in full - [greenwichsu.co.uk/gsuplan2026](https://greenwichsu.co.uk/gsuplan2026)

# Our Services - Membership

## **Student Representation**

Involvement with Student Assembly, campaigns, Elections and members representation;

## **Advocacy and Policy**

Provide advice to all our members regarding academic process, housing, money and other issues. We work proactively to prevent student issues arising and secure an early intervention if needed.

## **Student Activities**

Encompasses Societies, Sports groups, Academic Communities, Awards, Varsity and much more;

## **Employability and Volunteering**

Identifying opportunities and providing support.

## **Finance**

Central team responsible for financial activity and support across the Union.

## **Marketing**

Supports communication activity for GSU and all its services, events and activities.

## **Organisation Development**

Looking after HR, governance and training across GSU.



## Our Services - Commercial

### **Lower Deck in Greenwich**

The best student bar in Greenwich.

### **Tudor Café in Avery Hill**

Selling takeaway food and coffee, snacks and confectionery, merchandise, groceries and toiletries.

### **Candy Shack in Avery Hill**

Milkshakes by day, cocktails by night!

### **The Deep End in Medway**

Selling hot food and drink, as well as grab-and-go options.

### **Greenwich Lookbook**

Our shop selling University branded merchandise online and in our merch store in Greenwich.

### **Flagship Events**

Offering venue hire in the heart of Greenwich (Avery Hill and Medway TBC).



# Staff Benefits

## **HOLIDAYS:**

25 days per annum  
8 bank holidays  
3 free days over the winter holidays  
Additional 1 day for every year at GSU  
(up to 5 years)

## **MISC LEAVE:**

1 day off to move to a new house  
1 day off for wedding attendance of immediate family  
1 day off to attend funeral  
3 days off for death or serious illness of immediate family  
Study/exam leave  
Health appointments  
Parental & carers leave  
Sick dependents leave  
Generous sickness leave pay  
Generous maternity and paternity leave pay

## **PENSION:**

Employee contribution: 5 – 7%  
Employer contribution: 4 – 6%

## **MISC BENEFITS:**

Parking permit loan  
Travel loan  
Eye test and contribution to lenses  
Insurance – death in service  
Training/staff days  
Flexible working

## **MISC PERKS:**

Free large soft drinks (post mix) in the Lower Deck and The Deep End  
Student prices on hot drinks in Lower Deck and Tudor Café  
Student prices in Lower Deck and the Deep End on all applicable menu items  
Free venue hire at Lower Deck  
Tea, coffee and milk in offices



# Application Process

Your application is very important, as the information you provide will be used in deciding whether or not you will be shortlisted for interview. The following advice is designed to help you complete it as effectively as possible. This is part of our commitment to ensuring equal opportunities for job applicants.

Greenwich Students' Union (GSU or SU) wholeheartedly supports the principles of equality and diversity in employment and service delivery. We aim to encourage, value and manage diversity and we recognise that talent and potential are distributed across the population. Not only are there moral and social reasons for promoting equality of opportunity, it is in the best interest of this organisation to recruit and develop the best people for our jobs from as wide and diverse a pool of talent as possible.

## **TIMELINE FOR RECRUITMENT**

At GSU we aim to have our recruitment processes as clear and structured as possible. Ideally, we have our advert listed on various websites for one month. Following the deadline date, we will aim to shortlist within a week. Once shortlisting has been completed, the successful candidates will be informed and given an interview date a week ahead. This will allow our successful candidates the opportunity to prepare and make arrangements.

## **PLANNING YOUR APPLICATION**

When planning to submit your application, read through the material provided, including the job specification and recruitment pack.

## **PERSONAL SPECIFICATION**

The Person Specification is the list of criteria or requirements needed for the post. To be shortlisted you have to fulfil each of the essential points marked 'Application', demonstrating your abilities by giving examples. The strongest applications will detail with examples how candidates meet all of the criteria, including drawing on previous experiences and transferable skills. Remember that voluntary work or work at home can be as valuable as paid employment.



# Application Process

## COMPLETING YOUR APPLICATION

Step 1: To apply use our online recruitment portal setting out how your experience, skills and values equip you for the role. In addition, you can submit a CV if you wish to do so.

Step 2: Complete the Equal Opportunities Monitoring information within the application for,. This is not disclosed to recruiting manager or shortlisting team.

Step 3: Please submit in time for the stated closing date. Please note that applications received after the closing date will not be considered.

## SHORTLISTING

All applications will be sent to the selected recruitment panel who make their preferred selection based on the requirements that meet the personal specification. Candidates who meet the criteria are shortlisted for an interview.

## INTERVIEWS

The interview panel will normally be formed of 3-4 staff members who will ask questions based on the values and competency required for the role. For some roles you may also be asked to participate in a task or presentation. The applicants will be informed of this ahead of their interview date. If you are not able to attend the interview, we cannot guarantee that an alternative date will be offered. The Panel will consider requests for alternative dates as they arise.

# Job description and Personal Specification

## JOB DESCRIPTION

**Job title: Advice Service Manager,**  
Greenwich & Avery Hill, (18 Month Contract)

### **Job Purpose:**

The Greenwich & Avery Hill Advice Service Manager plays a pivotal role in providing comprehensive support and guidance to students across the Greenwich and Avery Hill Campuses as well as managing the Advice service.

This position is responsible for promoting and continually improving the Advice Service, including developing proactive interventions to enhance student success and evaluating the impact of these services through regular recording and reporting.

The manager will collaborate with other departments to ensure a holistic approach to student support.

### **Reports to:**

Head of Advice and Wellbeing

### **Responsible for:**

2 x Student Adviser's across Greenwich & Avery Hill Campuses.

### **Department/Service**

The GSU Advice Service provides free, confidential and impartial advice to all University of Greenwich Students.

The aim is to empower and provide students with quality advice so that they can make an informed decision. The service is independent of the university.

Advice is provided mainly in the areas of Academic and Housing matters.

Advice is provided 1-1 online, in-person, and via the telephone as well as in group settings when required, i.e. workshops.

# Duties and Key Responsibilities

## Duties and Key Responsibilities

### Advisory Team Management:

- Foster a positive and collaborative work environment for all staff.
- Provide regular supervision and support when required for Advisers dealing with challenging cases.
- Provide guidance and professional development opportunities for staff managed.
- Manage Greenwich and Avery Hill Advice Service within agreed budgets.

### Operational:

- In conjunction with colleagues contribute to any professional awards for the service, i.e. quality mark, etc.
- Track and monitor issues affecting students.
- Reasonable cover for the Advice Service Manager (Medway) during periods of absence (can be done remotely).
- Occasional report writing or deputising for Head of Advice and Wellbeing relating to Advice.
- To provide advice to students accessing the service.
- Attend relevant meetings/hearings with Students in relation to Advice cases.
- To create and maintain case records ensuring confidentiality as per the services procedures.
- To attend and contribute to appropriate meetings internally or externally.

### Service Promotion:

- Develop and execute strategies for promoting the Greenwich & Avery Hill Advice Service to both new and current students.
- Collaborate with the marketing and communications team to create marketing materials and campaigns when required.
- Engage in outreach efforts to raise awareness of the Greenwich & Avery Hill Advice Service.

### Budget and Financial Management

- Together with the Head of Advice and Wellbeing, contribute to the budgetary planning of the Advice budget.
- Have an understanding for delivering activity within the allocated budget and ensuring these are effectively managed.
- Process invoices or equivalent, relating to the aforementioned budgets, where care, accuracy and security are important.



### **Impact Evaluation:**

- Establish and maintain data-driven systems for evaluating the impact/quality of the Greenwich & Avery Hill Advice Service in conjunction with colleagues.
- Collect and analyse data to assess the effectiveness of interventions and make evidence-based improvements.
- Prepare regular reports on the outcomes and impact of the advice services.

### **Collaboration:**

- To develop and maintain strong stakeholder relationships.
- Work closely with other university departments, such as Student Centre, Finance Team, Wellbeing Team, Faculties, etc to better support students.
- To attend meetings and forums as appropriate.

## **2 General Responsibilities:**

- Represent and be an ambassador for GSU.
- Be flexible and carry out other associated duties as may arise, develop, or be assigned in line with the broad remit of the position.
- Maintain and improve competencies through continuous professional development.
- Abide by organisational policies, codes of conduct and practices.
- Support and promote liberation, diversity and equality of opportunity in the workplace.
- Treat with confidentiality any personal, private, or sensitive information about individual organisations and or clients or staff and data.
- Actively seek better ways to assist GSU in its effort to become a more sustainable workplace.
- Any other duties commensurate with the accountabilities of the post.

# Personal Specification

## Essential Experience

- Working or worked in advice or a related field.
- Case management system experience.
- Relevant managerial experience.
- Working and building relationships with a range of stakeholders and partners or strategic networking.
- Plan, deliver, manage and evaluate programmes and events.
- Develop and maintain effective systems for collecting, collating and reporting information.

## Essential Skills and Abilities

- Data analysis and reporting skills.
- Communication and interpersonal skills to a broad range of people, stakeholders, students, external organisations, etc.
- Leadership and team management skills.
- IT skills.
- Ability to analyse and assess statistics to drive service improvement.
- Work to deadlines and prioritise work.
- Excellent time management and organisational skills with the ability to reach deadlines, within agreed budgets and to a consistently high standard.
- Ability to engage and motivate others.

## Knowledge

- Best practices in student advising and support.
- Regulatory requirements and best practice in the advice field.
- Detailed principles of confidentiality, GDPR and handling sensitive data.
- Health and Safety along with safeguarding.

## Education / Training

- Advice or related field qualification preferred.
- Professional development in relevant area to the post.

## Personal Attributes And Other Requirements

- Able to travel across our campuses, Greenwich, Medway, Canterbury and Avery Hill. There is a dedicated bus service staff can use for Greenwich/Medway/Avery Hill.
- May need to stay overnight for training and conferences. Advance notice given for flexibility.
- Works well in a team with a flexible approach to work.
- Commitment to anti-discriminatory practice and equal opportunities. An ability to apply awareness of diversity issues to all areas of work.
- Commitment to the values and ethos of the organisation.
- Commitment to the values and ethos of GSU.