



GSA



**Graduate
Students'
Association**
UNIVERSITY OF YORK

GSA Advice and Welfare Coordinator Recruitment Pack

Advice and Welfare Coordinator up to 1.0 FTE

(Post available to 31 August 2023)

The Graduate Students' Association (GSA):

The University of York's Graduate Student Association (GSA) are looking for candidates excited by the idea of providing crucial advice and support to postgraduates here at the University of York.

It's a great time to join the GSA: we are currently working to finalise our own student-led, three year strategy set to launch later this year and collaborating with the University of York supporting the development of their ten-year plan.

Established in 1965, the GSA is an independent charity and one of the UK's only dedicated postgraduate unions. We represent around 7,000 postgraduate (Masters and PhD) students at the University of York. Providing strong advocacy and a platform for all of our members is at the heart of everything we do.

Over the last year we're proud to have developed and expanded the services we offer. This has included our dedicated welfare and advice service, our academic support and community building programmes, plus a comprehensive calendar of events, trips and activities. The GSA is also responsible for the largest postgraduate Welcome Week in the UK.

Our membership is diverse. Our students are aged 21 to 85 years of age and well over half are from another country. We also have a growing community of distance and part-time learners. Providing a wide range of evolving services and support is a constant challenge, but one which the GSA relishes and rises to each year through the leadership of our three elected sabbatical officers.

The successful candidate will be joining our team of 10 staff and 3 student sabbatical officers, and a wider network of volunteers. We support a combination of home and office working based out of our Vanbrugh office in the heart of Campus West. If you enjoy getting involved, being hands-on as part of a small and dynamic team, and you're looking for a chance to gain some vital career progression and experience then we'd love to hear from you.

Purpose:

The GSA is a specialist student association, with a dynamic core team of staff and officers. We provide a dedicated one-to-one independent advice service to postgraduates on issues linked to appeals, complaints and disciplinary matters.

There are exciting times ahead for the GSA as we are developing new plans and services within the association. Part of this vision is to expand the Advice Service to better support postgraduate students with more of the issues that matter to them. This may include student finance and housing as we work to deliver our vision for providing an increased range of consistent support for our members.

To achieve this goal, we would like to appoint a Coordinator to support the Advice Manager in the day-to-day running of the service.

The GSA recognises that our team does not currently reflect the diversity of our membership. We welcome applications from all individuals and particularly those from backgrounds currently under-represented in our team. We are willing to consider part-time working for candidates with the appropriate set of skills and experience.

General Duties:

- To deliver a high-quality professional advice service to postgraduate students at the University of York
- To provide independent, confidential, non-judgmental, and impartial advice and information on academic issues and other matters relevant to our members
- To provide support to postgraduate students who are in dispute with the University
- To advise and support elected officers and other GSA staff on matters where trend in individual casework is indicative of an issue impacting on an increasing number of students
- To assist the Advice Manager in developing the service, including policy and procedures that support students

The successful post holder will take joint responsibility for:

- Maintaining up to date and comprehensive records
- Assisting in the development of policy and practice as appropriate
- Researching, developing, and delivering information, workshops and other training on relevant subjects

- Identifying opportunities for service development, preventative and early intervention work and assisting with the development of associated resources
- Developing and maintaining effective working relationships, procedures and referral routes with key University and local services

For all staff:

- To work within the framework of the GSA's Articles, Byelaws and Policies, ensuring that your work furthers the GSA's core values and objectives.
- To demonstrate a commitment to the GSA's Equal Opportunities Policy, together with an understanding of how it operates within the responsibilities of the post.
- To undertake Health and Safety duties and responsibilities appropriate to the post, at all times having regard to your own and others health and safety.
- To provide excellent customer and client care in dealings with students, staff and members of the public.
- To contribute to the development of a professional working and learning environment within the Association.
- To have a commitment to your own development and a willingness to undertake relevant training opportunities.
- To have a flexible work approach in order to meet deadlines.
- To perform such reasonable duties consistent with the post and as required by the Chief Executive Officer.
- Support key GSA events including but not limited to Welcome Week and Networks week
- Staff must carry out their duties with full regard to the rules, policies and procedures and conditions of service contained in the Employee Handbook.

This list is not exhaustive and the post holder will be expected to carry out other tasks commensurate with the level of the post.

Person Specification

	Essential	Desirable
Education / Qualifications	Bachelor's degree or equivalent experience within a university environment	A postgraduate qualification An appropriate advice or support-related qualification eg Social Work/Community Work /Counseling or equivalent professional experience
Previous Experience	Experience of dealing with stressed and distressed clients Professional experience of keeping accurate and appropriate records. Understanding of confidentiality and data management requirements	Experience of giving advice in a paid or voluntary role for at least 1 year Experience of conducting 1:1 appointments with clients Experience of design and delivery of information and advice resources Ability to assess clients' needs and issues Experience of design and delivery of workshops and other training
Knowledge	An understanding of advice work principles such as impartiality, confidentiality, equality and diversity	An understanding of the issues facing full and part time postgraduate students in higher education Knowledge of the role of Students' Unions, democratic processes, and elected officers

<p>Skills, Abilities and Competencies</p>	<p>Ability to present information clearly and concisely in writing and verbally</p> <p>Ability to establish strong working relationships with a wide range of individuals, both management, service users and external stakeholders</p> <p>Ability to deal sensitively with enquiries from a diverse range of individuals, manage potentially difficult or emotional situations calmly and confidently</p> <p>Excellent time management and ability to prioritise effectively</p>	<p>Information gathering and research skills eg acquiring knowledge of University Regulations, relevant procedures and relevant legislation</p> <p>Ability to understand and manage professional relationships</p>
<p>Personal Attributes</p>	<p>The ability to act on your own initiative, work independently, and find creative solutions when necessary</p> <p>Empathy</p> <p>Resilience, calm, and tenacity</p> <p>Commitment to the GSA's values</p> <p>Attention to detail</p>	<p>An interest in Postgraduate issues</p>

Closing Date: 30 September 2022

Interview Date: Expected 19 to 20 October 2022

Commencement Date: As Soon As Possible

Salary: From £21,00, depending on experience

Hours of Work:

Full time hours are 37 hours per week

Due to the nature of the role, working hours may exceed this total as business needs fluctuate. We offer Time Owed in Lieu in these circumstances

The GSA offers flexible working between the hours of 8am and 6pm, staff must be present for core hours between 10am and 4pm.

The post may involve evening and weekend work.

Place of Work:

A combination of remote working and office working at The Graduate Students' Association, University of York, Heslington, York. The post may require some minimal travel within the UK.

Benefits:

30 Days per year holiday & All Public Holidays

Duration of Post:

Available to 31 August 2023, subject to a satisfactory 6 month probation

Reporting to:

GSA Advice Manager

Application forms:

Should be returned, marked Private and Confidential, to Helen Coombs, via email to recruitment@yorkgsa.org

Contact:

For an informal conversation regarding this role, please contact Christopher Carr, Advice Manager, on c.carr@yorkgsa.org