



# PART TIME STUDENT STAFF

## JOB DESCRIPTIONS AND GENERAL DUTIES

### ADVICE ASSISTANT

#### ABOUT THE ROLE

As the SU's Advice Assistant, you'll play a key role in supporting students to access timely, accurate, and confidential advice, while helping ensure the smooth day-to-day running of the SU Advice service.

You'll be responding to queries, managing appointments, and helping triage those seeking support. This is a hands-on role that combines student-facing work with essential administrative tasks, requiring strong organisation, discretion, and a proactive approach. You'll work closely with the SU's Advice team and wider colleagues, acting as a vital link between students and the support they need—whether that's within the SU or through external services.

#### KEY RESPONSIBILITIES

- Monitor the SU Advice email inbox and take appropriate action, including responding to student queries
- Assist with general administration whilst maintaining confidentiality, for example, organising appointments and updating databases
- Provide a front of house service at key times of year (for example, meeting with and triaging students who contact the service for help, supporting with drop ins)
- Signpost students to alternative services outside the SU, including relevant university departments
- Develop promotional materials, web and social media content for the SU Advice service
- Develop excellent relationships across the SU team, as well as with the University and externally
- Comply with the Union's governance and policies.
- Undertake training and development related to the role, including GDPR training.
- Contribute to SU activity across the team.

**DISCLAIMER:** This job description and person specification outlines the major duties associated with the post.

It is not exhaustive, and other duties of a similar level may be required. The duties may alter due to changes in legislation, policy, or operating decisions, with training provided as necessary.

KNOWLEDGE AND EXPERIENCE	
A current student at the University of Suffolk	Essential
Knowledge of the role of the Students' Union and the work it does at the University of Suffolk	Desirable
Understanding of current issues in Higher Education and Students' Unions	Desirable
Understanding of the current issues that the Advice Service may deal with, eg academic appeals, misconduct, complaints	Desirable
Understanding of confidentiality and the need for discretion	Essential
SKILLS	
Highly organised with good time management skills	Essential
Able to work independently and reliably to coordinate others	Essential
Exceptional interpersonal and communications skills, and appropriate IT skills	
VALUES AND ETHICS	
Desire to work within a democratic student-led environment	Essential
Commitment to equal opportunities	Essential
High standards of personal integrity	Essential