



Job Description

Job title:	Advice Squad - Campaigns Volunteer
Responsible to:	Advice Centre Coordinator
Hours of work:	Commitment is 4-8 hours per month (including monthly meeting).
Purpose of the post:	The post-holder will assist with the running of campaigns and Advice Centre tours throughout the year to promote the Advice Centre and student related issues. Campaign can be delivered online and around campus.

The post-holder will create and ensure a culture of excellent customer service through a hands on approach. This role is supporting the Student Advice Service with its campaign programmes and signposting students for further support. There will also be the chance to support major Union events throughout the year.

Campaign volunteer will be able to create, plan and deliver campaigns linked to welfare and/or academic issues affecting students alongside promoting the Student Union Advice Centre. They will be responsible for both the online and physical presence of the campaign.

Duties and responsibilities

1.0 Core Duties of Campaign Volunteer

- Attend monthly meeting to discuss and plan upcoming campaigns/ events.
- Work as part of both the wider Advice Squad team and the Campaigns teams to deliver effective campaigns/ events for the benefit of students.
- Plan expenditure for campaign materials (where appropriate) and discuss with Advice Centre Coordinator for sign off. Ensure the budget is managed to cover all relevant campaigns.
- Setting up and supporting stalls where appropriate to running information/ awareness campaigns around the University Campus.

- Distributing a range of resources to students and collecting statistical data.
- Talking with students and signposting where appropriate to the Advice Service.
- Familiar with the basic services run by the Advice Service in order to effectively promote the service.
- Wear Advice Squad t-shirts (provided) when deliverng campaigns/ eventsa on campus, and maintain a smart and approachable demeanour.

2.0 Customer Care

- To ensure that students' expectations are exceeded whenever possible, and to recognise the diverse population of the student body.
- To treat students, staff and visitors in a friendly and polite manner and do everything reasonably possible to exceed expectations.
- To report customer feedback, whether positive or negative, in an efficient and timely manner to the Advice Centere Coordinator.

3.0 Health and safety

- To comply with the Union's Health & Safety procedures and ensure that legislation is adhered to at all times.
- To work safely at all times and pay due care to the safety of others including students, staff and visitors at all events.
- To report all accidents, near misses and unsafe circumstances to the Advice Centre Coordinator.

4.0 Other duties

- To attend appropriate meetings as and when required by the Union.
- To maintain a flexible approach to volunteering duties and times.
- To attend and complete training as required.
- To contribute to the positive image of the Union with students, the University and the local community.

Training and professional development

It is expected that the post-holder will be offered the opportunity to participate in a range of training, depending on the nature of the Campaign (some of these may be Certificated) that are relevant to

his/her duties and the post-holder will be expected to undertake such training as may be reasonably practicable to carry out the role.

January 2016