



**Job Advertisement for**  
TU Dublin Students' Union  
**Student Advisor for City Campus**

- Contract:** Full-time with 6 months' probation
- Remuneration:** The salary band for this role starts at €30,000.
- Location:** Primarily based on TU Dublin **City Campus**  
Travel to other TU Dublin campuses may be required occasionally.
- Other benefits:** Flexible working, Employers PRSA contribution, EAP.

**Downloadable links:** Application Form and full Job Advertisement.

<b>Context and Background</b>
<p>The Technological University of Dublin Students' Union (TU Dublin SU) is a Constitutional Body that represents the interests of the students of TU Dublin. It is student owned, student led, student accountable and officially recognised by the Governing Body of TU Dublin as the autonomous voice of the students of the university. Its mission is to support student life by providing a range of student services including events and campaigns, providing advice &amp; advocacy and representation in the defence of students' rights in academic, social, and personal matters and is independent of TU Dublin.</p> <p>The TU Dublin Students' Union has two structures, one of which is a democratic political structure, the Student Council; this establishes policy for the Union and to which all Elected Officers are accountable.</p> <p>The Constitution of TU Dublin SU has also established TU Dublin SU CLG, a company owned by students which manages the financial, commercial and human resource assets of the Students' Union. It is constitutionally authorized to enter into contractual arrangements for and on behalf of the Students' Union. The Board of Directors of this company is made up of a majority of students, with a minority of external Directors, bringing specific expertise to the Board's deliberations.</p> <p><b>This role is core to the work of the Students' Union and has been developed as part of our sustainable staffing structure to ensure focussed and high-quality service provision for all our student members into the future.</b></p>
<b>Principal Purpose of the Position</b> (the general nature, level, purpose, and objectives of the job):



Our Student Advisors provide professional front-line information, advice, and advocacy services to students in the areas of welfare, equality and education matters and support the efficient operation of representation systems and the delivery of core services on site.

**Principal Functions:**

- Dealing with student 'casework' through the provision of information, advice and representation for students with queries or problems, guidance on university regulations and procedures and external organizations (e.g., SUSI, PRTB).
- Maintaining and developing local democracy and administering the Class Rep system and elections on campus.
- Acting as a local representative of the SU on university committees on campus to ensure that students can access and avail of services and that local site administration activities are completed.

**Key Responsibilities:** The key accountabilities and associated duties include –

**Student Welfare and Education Advice Service**

**Ensuring students have an outstanding experience of the union's Advice Service when they require information / assistance with welfare, equality, and academic matters.**

- Providing accurate and appropriate advice, information, support, and representation to students in relation to welfare and education matters, in line with TU Dublin SU CLG policies and practice.
- Careful referral and signposting of students to the relevant services within the University and to external bodies.
- Recording and reporting all student casework per procedure.
- Monitoring of student welfare and equality issues and feeding this back to the Welfare, Equality & Advice Lead, and relevant members of the Elected Officers.
- Ensuring adherence to our core principles of confidentiality, appropriate boundaries, careful record-keeping and excellent customer service.
- Keeping abreast of national and international trends and initiatives relevant to the Advice Service brief.

*\*Note: This is not a Counselling role and thus no formal qualifications/experience in the area of counselling, psychology or similar are required.*

**Class Rep System and Democracy**

**Ensuring that the local Class Rep system is sustained and supported.**

- Acting as Clerk to the Class Representative Meeting (CRM) on campus, updating and maintaining databases, being responsible for the organisation of and recording of relevant meetings.
- Providing guidance for elected officers with the election of Class Reps on site and supporting them in the delivery of other areas of their political mandates.



- Acting as local Returning Officer for all TU Dublin SU elections on site as required by the Electoral Commission.
- Liaising with the Representation and Democracy Executive on Class Rep processes and procedures.

*\*Note: Student Advisors support the operation of SU democracy – this is not a Representation role.*

### **Event and Activity Support**

#### **Supporting local events and activities on the TU Dublin sites.**

- Assisting with the planning and delivery of SU events and engagement activities onsite, liaison with external and internal stakeholders and promotion to students.
- Overseeing the maintenance and upkeep of all SU services and facilities onsite, e.g., Pool tables, games, vending machines, and the sale and distribution of merchandise
- Ensuring the efficient organisation of the TU Dublin SU office on campus to ensure it offers a positive environment for all our service users.
- Maintaining correct procedures and accurate records of any cash transactions and income from any fundraising (RAG) events and all activities on campus.

### **Stakeholder and Political Relationships**

#### **Using influencing and negotiating skills to ensure that positive outcomes are developed to meet the needs and aspirations of key stakeholders including union staff, and elected Officers.**

- Supporting and advising Campus Vice Presidents and other Elected Officers on dealing with local facilities and campus matters.
- Establishing and maintaining key relationships with university colleagues to develop and productive working relationships, in particular to support the resolution of more complex student casework.

### **Job Specification – The ideal candidate will have the following**

#### **Essential Criteria**

- Experience in a front-line information-delivery / customer service role
- A minimum of 1-year (current) experience in a membership advisory or administrative role
- Excellent IT skills are required with Intermediate to Advanced Microsoft Word, Excel and PowerPoint
- Excellent communication and presentation skills

#### **Desirable Criteria**

- Post Leaving Certificate or equivalent qualification
- Previous experience working with third-level students and/or young people



- Proficient in CRM databases e.g., Salesforce
- Good working knowledge of data protection requirements

**Competencies:** The ideal candidate will demonstrate behaviours which align with values and mission of TU Dublin SU.

1. Student Focus – Demonstrates a passion for student rights and interests or the rights and interests of other groups or cohorts of a given population.

2. Interpersonal Skills – Demonstrates respect for the dignity of individuals, supports the equality, diversity, rights and goals of individuals. Is seen as a direct truthful and insightful support for Class Reps, Elected officers, and staff colleagues alike.

3. Relationship Building – Builds effective working relationships quickly and successfully; communicates and collaborates with others and earns their respect. Helps to create a sense of team spirit.

4. Attention to Detail – Demonstrates the ability to organise and process detailed information quickly and efficiently whilst ensuring that procedures are maintained, and the work meets high quality or other standards.

5. Perseverance – Demonstrates a passion for student issues and the needs of students and a determination to achieve positive results for oneself, Elected Officers, and the wider student population and the SU.

### **How to apply**

If you feel you are ready for this role and would like to apply, please submit your CV and completed job application form to - [recruitment@tudublinsu.ie](mailto:recruitment@tudublinsu.ie)

### **Closing date**

Tuesday **23<sup>rd</sup> July** 2024 by 10 am

### **Interview details**

**Late applications will not be reviewed.** Interviews will be taken in person on Monday **29<sup>th</sup> July 2024** in City Campus. Further details will be given to those candidates who are shortlisted for interview. If in-person interviews are not possible at the time the candidate will be offered other virtual options where possible. Canvassing is strictly prohibited.

Due to limited resources, feedback will only be given to candidates who have been shortlisted for interview.

*TU Dublin SU CLG is an equal opportunities employer.*