



**Job Advertisement for**  
TU Dublin Students' Union  
**Welfare, Equality & Advice Lead**

- Contract:** Full-time with 6 months' probation, 5-day week position
- Remuneration:** The salary band for this role starts at €40,000.
- Place of work:** This role will be primarily based onsite full-time (unless Government guidelines state otherwise).
- Location:** TU Dublin Students Union operates on the following locations:  
Blanchardstown Campus, Aungier Street, Bolton Street, Grangegorman and Tallaght Campus.
- Reports to:** General Manager
- Other benefits:** Flexible working, Employers PRSA contribution, EAP.

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

**Context and Background**

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 recognized 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 & advocacy and representation in the defense of students' rights in academic, social, and personal matters and is independent of TU Dublin.

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.

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.

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.



**Principal Purpose of the Position** (the general nature, level, purpose, and objectives of the job):

The Welfare, Equality & Advice Lead role is focused on the delivery of welfare, equality, and Advice services for students. The jobholder leads the Student Advisor Team and actively supports elected Officers in the development and delivery of policy initiatives and campaigns within their brief that will have a positive impact on the experiences of all student members.

This role also works closely in supporting and collaborating with the General Manager, the Academic Affairs & Representation Lead, the Vice-President for Welfare & Equality and other relevant elected Officers and staff members.

**Principal Functions:**

- Lead contributor on student welfare and equality issues and policy development to ensure that the elected Officers can develop policy initiatives and deliver successful information and awareness campaigns and services within the brief.
- Line management of the Student Advisor Team and the Advice service to ensure that the team continues to deliver high quality services for students and that the student experience at TU Dublin is enhanced and positive in respect of welfare, equality, and other issues that they face.
- Developing collaborative and productive working relationships with key stakeholders including the Vice-President for Welfare & Equality and other Officers, the Board of Directors, and key contacts within the University.
- Assist the General Manager in the development, implementation and review of Board strategies and priorities as set out in the Workplan.

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

**Welfare & Equality Policy & Campaigns**

**Working with the elected Officers to support the development of clear, consistent and relevant policies, campaigns and communications that publicize, support and progress the welfare and equality agenda and goals of the elected Officers, and the union more widely. Ensuring student welfare and equality issues are highlighted and supported by the union.**

- Enabling and advising on the creation and implementation of strategies to increase awareness of welfare and equality matters.
- Enabling the elected Officers to deliver on their political agenda and the union's policy objectives and mandates.
- Enabling the elected Officers to develop policy initiatives associated with the equality and welfare brief and their agenda. Assisting them with research, implementation, and evaluation.



- Advising and supporting elected Officers with a comprehensive programme of information, advocacy and awareness campaigns, events and activities related to welfare, equality, diversity and inclusion within the university, the union, and more generally. This includes research, budgeting, scheduling, implementation and evaluation.
- Assisting in the preparation and dissemination of welfare and equality information, advice, and guidance to students (including through the Student Advisor Team), elected Officers and staff.
- Co-developing training and guidance materials for staff, Officers and students on welfare and equality matters.
- Assisting with monitoring of student welfare and equality issues throughout the university ensuring that students obtain a professional service in keeping with best practice models of the 3<sup>rd</sup> level sector.
- Assisting in the preparation of regular reports for Student Council and the Board of TU Dublin SU CLG.
- Researching and preparing briefing documents, compiling data and reports for elected Officers on core areas related to the welfare & equality brief, on relevant topics within the university and at national level.
- Enabling the development of training and guidance resource materials on welfare & equality issues for the elected Officers and students.
- Working with the elected Officers on projects and initiatives to increase and maintain student participation in the union through relevant policy development, projects, and activities.
- Collaborating with the General Manager other members of the operational Leadership Team in the preparation, implementation, and review of the annual Work Plan.

#### **Student Advice Service**

**Ensuring students have an outstanding experience of the union's service when they need guidance and support in equality, welfare and education matters.**

- Supervising the team of Student Advisors in their work and performance in this key service across all TU Dublin sites.
- Ensuring that the Student Advisors have the information required to accurately advise and signpost students to the correct university or external team/agency to resolve their issues.



- Providing accurate and impartial advice and occasional representation for students with complex issues e.g., disciplinary procedures, grievances and complaints and all other relevant procedures. This includes referrals within TU Dublin and to external welfare agencies, where relevant.
- Maintaining, updating and upgrading the casework CRM system and producing regular reports, on trends, and supporting staff users as required.
- Assisting with the administration of the Student Advice team including the organisation of meetings, training, the preparation of resources to ensure the highest standard of service is delivered to students, in line with all TU Dublin SU CLG policies and procedures (confidentiality, boundaries, record-keeping and excellent customer service).

### **People Leadership**

**Providing day-to-day leadership of the team and liaison with the elected Officers to give the Students' Union a structure and vision that supports the delivery of the goals and objectives agreed by the Board.**

- Communicating clearly the vision, direction, and deliverables for staff in the team to support the goals of the Board and the elected Officers.
- Setting key goals and performance targets for the team and ensuring that these are converted into performance standards for all employees of the team.
- Ensuring continuity of structure and processes within the TU Dublin SU that enables the incoming elected Officers to deliver against their platform and policy aspirations.
- Developing, promoting, and maintaining an effective working environment/culture within the team.
- Recruiting, selecting, and line-management of all employees in the team in line with the agreed staffing plan.
- Maintaining a learning and development plan for the team to support the delivery of performance standards and career aspirations where possible and the creation of an attractive working environment that enables the effective attraction and retention of staff.
- Ensuring that elected Officers and the Welfare & Equality Team work collaboratively and collectively to drive service delivery and development in line with the objectives of the elected Officers and the Board.



### **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 students, staff colleagues, and elected Officers, and the Board.**

- Attending and participating in relevant TU Dublin committees within the welfare and equality remit in conjunction with the Vice-President for Welfare & Equality and other elected Officers.
- Engaging with and building relationships with external welfare services, e.g. HSE, SUSI, PRTB, Threshold.
- Developing productive partnerships with relevant TU Dublin departments to enhance and inform their understanding of students' welfare, equality and inclusion concerns.
- Providing guidance to the Vice-President for Welfare & Equality and other elected Officers on equality and welfare matters during their term of office.
- Establishing and maintaining key relationships with the university to maintain productive working relationships, in particular to support the resolution of more complex welfare cases.
- Monitoring and reporting on national and international alliances with other Students' Unions.
- Keeping abreast of national and international trends and initiatives within the scope of the welfare and equality brief & reporting back to the organisation.

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

### **Essential Criteria**

- A minimum of 2 years' current experience in a busy role in a member services organisation.
- Proven track record in the development and leadership of strategy and projects within an education setting and/or member services organisation.
- Excellent IT skills and experience with Microsoft suite especially Teams.
- Proficiency in use of CRM databases/systems especially Salesforce.
- A proven experience in previous role that requires knowledge of and understanding of the principles of data protection and confidentiality.
- Ability to troubleshoot difficult situations, and deal with them calmly, efficiently, and effectively.
- Excellent communication and presentation skills.



**Desirable Criteria**

- Post Leaving Certificate or equivalent qualification.
- Recent experience working with third-level students and/or youth advocacy groups.
- Strong influencing skills.
- Basic understanding of Data Protection (GDPR).
- A good understanding of data compilation and report-writing.
- Strong organisational skills and adaptability in a fast-paced environment.
- People management experience.

**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. 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.
3. Attention to Detail – Demonstrates the ability to organise and process detailed information quickly and efficiently whilst ensuring that procedural are maintained and the work meets high quality or other standards.
4. Delivery Focussed - Understands the academic procedures within the University and the democratic and constitutional procedures of the union and is able to deliver high quality results that enable high levels of participation.
5. 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 mentor for elected Officers, Board members and staff alike.
6. Goal Focussed – Develops appropriate goals and milestones and keeps self and the team focussed on the timely and on budget achievement of those goals.
7. Collaboration - Builds collaborative working relationships quickly and successfully; co-operates with others productively and earns their respect. Works collaboratively with other colleagues, and members of the elected Officers across our locations to achieve the desired outcomes.
8. Perseverance – Demonstrates a passion for student issues and the needs of students and a determination to achieve positive results for oneself, elected Officers, 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**

Friday 19<sup>th</sup> July 2024 by 10 am

### **Interview details**

**Late applications will not be reviewed.** Interviews will be taken in person on Friday 26<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.*