



## Advice & Information Coordinator part time

£24,400 (£14,640 pro rata), 21 hours pw over 4 or 5 days

*Have you got experience providing advice within an educational or advisory setting? We have an opportunity for a highly organised individual in our advice team at Hallam Students' Union.*

### Who we are

At the Students' Union, we provide services, opportunities, and facilities for our diverse membership of over 35,000 students. With students at the very heart of all we do, the Students' Union exists to represent students' academic interests, help them to look after their wellbeing and ensure we give our students quality opportunities during their time at Sheffield Hallam

### What's the job?

The advice coordinator will be the first point of contact for students accessing the Students Union Advice Service, with responsibility for the assessment of their needs and for the provision of initial information and advice.

This post will be responsible for monitoring our inbox and website and will ensure our knowledge base is up to date. They will also support the advice team to deliver and promote a quality Advice Service that is relevant and accessible to all our students.

### Who you are

The ideal candidate will have strong organisational and administrative skills, with experience coordinating teams, working to deadlines and prioritising workload. Excellent written and verbal communication skills are essential, along with the ability to research and present complex information clearly and proficiency in updating electronic information resources. Strong customer service is a must for this role.

### Why apply?

Apart from being paid for a job you will love, there are other benefits for joining us. We have a culturally diverse and progressive atmosphere; you will get generous paid holidays and flexible working patterns. We are professionals and take pride in the work that we do but we also do not take ourselves too seriously, so expect a casual dress code and work environment. Alongside that, we understand the value and importance of our staff continuously developing personally and professionally.

**We're committed to equality of opportunity for all. We welcome applications from individuals regardless of their race, ethnicity, sexual orientation, religion, age, gender, or disability status. We want to support diverse and inclusive work environments and are actively looking for people who share our values.**

If you would like any further information or an informal enquiry about the role please contact Christine Hayden, Advice Manager [c.hayden@shu.ac.uk](mailto:c.hayden@shu.ac.uk)

**For further information and an application pack (please note we do not accept CVs without the supporting documents), please visit the Sheffield Hallam Students' Union website**

<https://www.hallamstudentsunion.com/jobs-with-shusu/>

Closing date for receipt of all applications is **10am on 03 December 2024**

Interviews are currently planned to be held on **16 December 2024**