

Royal College of Art



Students' Union



Advice Officer
Candidate pack

Closing date: Monday 6th January
2025



Welcome to the RCASU

Dear Candidate,

We are so pleased you are interested in joining Royal College of Art Students' Union (RCASU) as our new Advice Officer.

RCASU is a great place to work. We pride ourselves on having a positive environment where our people are laser-focused on the impact that we have on students, and are driven by our purpose and values.

The Royal College of Art (RCA) is unique in that we only have Postgraduate students, most of whom are here to do a 1 year course, and around 60% of our students are international, so this means we have to engage with our students in a different way to more traditional Higher Education institutions.

This is a truly exciting opportunity to contribute to the next steps of RCASU.

If you're interested in working with a fun, vibrant, dynamic charity, we'd love to hear from you.



Who are we?

About the charity

RCASU exists to improve the overall experience for current and future students at the Royal College of Art, and we're looking for a new Advice Officer to provide impartial, confidential advice to students on a range of academic and personal issues, ensuring they feel supported and empowered.

We are a registered charity (a CIO), independent of the Royal College of Art, however, we look to work closely with them to better represent the students at the College, all of whom are postgraduate students, with a significant number of international students.





The work we do includes influencing policy, campaigning to support and highlight students' needs, and advocating on behalf of students.

RCASU is the voice of students, working with the College Head of Student Experience as well as the College to make changes in the interests of students. This work includes influencing policy, campaigning to support and highlight students' needs and advocating on behalf of students.

Our vision

We will engage our members in creating an exceptional student experience at the Royal College of Art and help students to achieve their potential.

Our mission

To foster an inclusive, community-led culture that actively listens to and responds to the views of students, and which inspires the creation of opportunities to enrich their college experience.

Our values

- Independence
- Transparency
- Equality
- Inclusivity
- Sustainability



The RCA is based across three campuses:

- Kensington (besides Hyde Park)
- Battersea (besides Battersea Park)
- White City (a short walk from Westfield Shepherd's Bush)



Design: Andrew Sriviov, 2024

The role

Location: Kensington & Battersea campuses, with occasional work at White City

Hours: 24 hours per week (split across three days, negotiable)

Salary: £21,420 pro-rata (£34,000 FTE for 40 hours)
(0.63FTE)

Contract Type: Permanent

Holiday Entitlement: 17 days per academic year

Are you passionate about student advocacy and well-being?
Join the dynamic team at RCASU as our Advice Officer!

About the Role:

As our Advice Officer, you'll provide impartial, confidential advice to students on a range of academic and personal issues, ensuring they feel supported and empowered. This includes guidance on academic processes such as appeals, extenuating circumstances, complaints, and disciplinary procedures. You'll also support students dealing with sensitive issues such as sexual misconduct, harassment, and discrimination, offering a compassionate and non-judgmental approach.

In addition to one-on-one advice, you'll help create resources, deliver workshops, and collaborate with staff and external partners to enhance student support services.

Key Responsibilities:

- Offer one-to-one and group advice on academic and personal issues.
- Act as an advocate for students in dealings with the College.
- Support casework and ensure compliance with GDPR and confidentiality policies.
- Collaborate with Sabbatical Officers to improve student policies.
- Signpost students to external resources for housing, employment, and other concerns.
- Analyse trends in complaints and contribute to campaigns and informational materials.

About You:

We're looking for someone with experience in providing case-based advice and a solid understanding of university regulations or similar frameworks. You'll need strong problem-solving, communication, and organizational skills, and a commitment to fostering an inclusive environment.



Essential Skills & Experience:

- Experience in advising individuals on complex cases.
- Familiarity with university regulations and policies.
- Strong knowledge of best practices in advice services.
- Proven ability to work independently and use case management systems.
- A good understanding of GDPR, safeguarding, and relevant legislation.

What We Offer:

- A collaborative and inclusive workplace.
- Opportunities to make a real difference in students' lives.
- Free shuttle bus between campuses for your convenience.

Join us in creating a supportive environment where students can thrive. Apply today and help shape the future of student welfare at RCASU!

For more information or to apply, please contact ceri.davies@rca.ac.uk or visit [SU Careers](#). Applications close on 6th January 2025.

We would be happy to discuss possible part time working patterns in advance of an application. If helpful you would like to do this please contact Ceri Davies, Interim Director – ceri.davies@rca.ac.uk

