



DIGNITY ADVISER - ROLE DESCRIPTION

1. The Role of a Dignity Adviser

The role of a Dignity Adviser is to provide impartial and confidential advice to support staff and students with issues/concerns regarding harassment, bullying or victimisation within the framework of the University's Dignity at Nottingham policy. Dignity Adviser's support staff and students who believe that they have been subject to/or are accused of harassment, bullying or victimisation.

2. Core requirements

Dignity Advisers need to:

- Support any staff member or student that approaches them for support, unless there is a conflict of interest.
- Undertake the training requirements for this role.
- Commit to promoting an inclusive work environment, equality of opportunity and respecting and encouraging diversity.
- Have the time to support staff and students to address issues in a timely and appropriate manner, in line with the University's Dignity at Nottingham policy.

3. Experience and attributes

Dignity Advisers need to have the following experience and attributes:

- Experience of or aptitude to support people, listen to their concerns, signpost and help them to develop plans to address their issues.
- Excellent interpersonal and communication skills, including awareness and consideration of their impact on others.
- Effective analytical, reasoning and problem solving skills.
- An ability to deal with sensitive issues in a professional and objective manner.

4. Responsibilities and Conduct

The responsibilities of a Dignity Adviser include to:

- Familiarise themselves with a good working understanding of the Dignity at Nottingham and associated policies, for example, the Grievance Procedure and the Student Complaints Procedure .
- Provide a first point of contact for staff or students who believe they have been subject to/or are accused of harassment, bullying or victimisation; listening effectively to an individual's concerns/issues through face-to-face meetings, email or telephone.

Note: Advisers are available to assist both the complainant and person accused, but this would not be within the same case.

- Help individuals to analyse the problem they face and explore the options available to them in cases where they believe that they have been subject to/or accused of harassment, bullying or victimisation and assist them in forming a plan of action.
- Signpost the individual to information about relevant policies and sources of support and advice in relation to their issue, including referring cases to a Faculty/Department Mediator for staff related issues.
- Maintain confidentiality throughout all conversations, unless there is potential harm to staff or students.
- Identify situations which may be beyond the remit of the role and refer these cases to other Departments or Advisers as appropriate. This may include escalating matters that could potentially create a risk to staff or students.
- Accompany individuals at informal meetings in a supportive capacity.
- Accompany staff to formal meetings as their workplace colleague where this is provided for under University Policies, this could include Dignity or other related staff procedures.
- Participate in training events and networking meetings organised by the University or other bodies as appropriate, including the mandatory training.
- Communicate effectively including:
 - Provide regular updates to their line manager in regards to time spent working as a Dignity Adviser.
 - Maintain accurate records and provide reports of interactions with staff and students (with confidentiality maintained) as requested.

5. Expectations and Behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work; the following are essential to the Dignity Adviser role:

- **Valuing People** - Always equitable and fair and works with integrity. Proactively looks for ways to develop the team and is comfortable providing clarity by explaining the rationale behind decisions.
- **Taking Ownership** - Highly self-aware, looking for ways to improve, both taking on board and offering constructive feedback. Inspires others to take accountability for their own areas.
- **Forward Thinking** - Driven to question the status quo and explore new ideas, supporting the team to “lead the way” in terms of know-how and learning.
- **Professional Pride** - Sets the bar high with quality systems and control measures in place. Demands high standards of others identifying and addressing any gaps to enhance the overall performance.
- **Always Inclusive** - Ensures accessibility to the wider community, actively encouraging inclusion and seeking to involve others. Ensures others always consider the wider context when sharing information making full use of networks and connections.

This is a voluntary role. A typical commitment would be for a minimum of two years although this is not a time-limited role.