

JOB DESCRIPTION

Job Title	Student Adviser
Salary Range	£12,750 - £14,500 per annum (£25,500 - £29,000 basic per annum FTE, salary will be prorated at 17.5 days a week) (successful candidates will start at the base point of the above salary)
Hours of work	Part Time - 17.5 hours per week
Reporting to	Function Manager - Advice through to Director of Membership Services
Responsible for	Student Staff and Volunteers as required
Purpose of the Post	Responsible for: working with the Student Advice team to deliver the assigned objectives of the Student Advice function. The Advice Coordinator is responsible for supporting, facilitating and developing the Union's Advice Service, including: attending meetings with students, advocacy on students behalf, supporting changes to policy and supporting the work of the peer advisers.

ROLE SPECIFIC DUTIES

- **Responsible for the delivery of the Advice function** - Support the delivery of the agreed outcomes & requirements, Advice budget management, department resources and risk management, support the upholding and delivery of departmental objectives to fulfil the UPSU vision, values and strategy
- **Line management of Student Staff** - Where appropriate support the recruitment, induction and training of student staff, ensuring their understanding and adherence to expectation of work assigned, recognising their success and working with Line Manager to address any concerns
- **Oversight of Volunteers** - Support the recruitment of volunteers, induction and training, ensuring their understanding and development and recognising their successes.
- **Support the function to uphold procedures relating to confidentiality, administration and reporting** - Support line manager in the developing, maintaining and overseeing implementation of service related procedures & processes, digital service development, production of case trend information and reporting to the Board and University committees as requested.
- **Provision of expert academic advice and representation** - Act as an expert practitioner and deliver IAG to student service users, both face to face and digitally, with a focus on independent academic advice & representation supported by robust and effective signposting to ensure a holistic approach to resolving student issues.
- **Support the Function in upholding Quality Student Policies**- Support line manager in ensuring that the highest standards of student processes and procedures are developed and maintained
- **Critical University Partnership Support** - Maintain and strengthen our partnership across the University - Embedding student group activity across campus. In particular, ensure strong collaborations with DSAA, Course and Faculty Leaders and Associate Deans Academic.
- **Support development of & collaboration with external partners** - Continuously source new partnerships and collaborations with external partners, creating and maintaining new relationships to benefit student Advice, whilst reporting and highlighting changes within the sector, which may affect students.
- **Elected Officer Support** - Support the relevant elected Officer and relevant student executives and volunteers in their roles as required. Embed the involvement of elected reps in delivery and development of activity.
- **Support the development and delivery of Mediation Support** – Support the function in the implementation and expansion of the Mediation Support service, undertaking relevant training and applying best practice to deliver high quality support to students.

GENERAL DUTIES

- The Union operates on a matrix framework, so in addition to responsibilities relating to own job role all employees will be required to work on Union wide projects and may be required to manage people and resources outside their distinct role remit. At all times employees are required to work collaboratively with colleagues and elected student representatives across Union projects and work streams as required.
- All employees are individually and collectively responsible for understanding and complying with all statutory legislation and the Union's policies and procedures.
- All employees are individually and collectively responsible for working to the Union's values.
- To ensure that stakeholders' expectations are exceeded whenever possible employees will be required to support the gaining of and acting on feedback as part of day to day activity.
- The Union considers regular and ongoing personal development/training as essential to role delivery and Union development. It is expected that employees undertake any such development/training offered as is reasonably practicable.

COMPETENCY AND RESPONSIBILITY FRAMEWORK PERSON SPECIFICATION

OTHER DUTIES

The nature of the post will, at times, require additional commitment over and above normal responsibilities and hours. The requirements will always be commensurate with the role and employees are required to undertake such duties as requested.

I _____ (*print name*), by signing below, agree with the above Job Description

Signed: _____ **Date:** _____