

## Student Advisor

Job title:	Student Advisor
Working hours:	35-hours per week (to be worked flexibly)
Salary:	Grade C (£28,329 to £32,117)
Reporting to:	Student Advice Manager
Direct Reports	None

### Role Purpose:

The purpose of the Student Advisor is to ensure that students are able to access free, independent and confidential advice on issues that affect their university experience, so that they are empowered to advocate for themselves, and to help students Love Exeter.

You will empower students to understand their rights, to identify and access appropriate sources of support, and to navigate processes and procedures that can be complex and challenging at times. The role plays a key part in ensuring students have relevant information and resources through the provision of advice casework and individual advocacy.

### Key Accountabilities:

- Students receive high-quality advice and guidance, providing them with the information and support to make informed decisions about their experiences.
- The Advice service is continually enhancing its service provision and up to date on relevant policies, procedures and key emerging themes impact students at university.
- Widening participation students, which includes groups such as Asylum Seekers and Refugees, Care leavers and Care experienced, Estranged Students and Student Parents, receive tailored support to transition into and thrive at university.

### Key Responsibilities:

#### Delivery

- Respond to requests for advice, providing effective information and signposting.
- Provide casework support and advocacy to inform and empower students.
- Produce effective case notes on all interactions, advice and support given to members.
- Draft clear, concise and helpful content on key themes, issues and challenges relevant to our members, with a particular focus on digital material.
- Act, at all times, in line with our service policies to ensure high-quality, accurate advice that is free, confidential and focused on the needs of the client.

## Role Profile: Student Advisor

- Maintain a detailed understanding of university policies, financial and housing regulations, procedures and regulations, to support students to navigate these. Examples include academic appeals, academic misconduct investigations, complaints, course changes, disciplinaries, and raising extenuating circumstances.
- Maintain an understanding of wider issues affecting student wellbeing, to support students on key themes including housing, finance and funding, wellbeing and barriers to students from a widening participation background.
- Support the administration of financial support mechanisms for students from a widening participation background for relevant support (bursaries and counselling payments).
- Promote the Advice service and widening participation provision and relevant University support services to incoming and continuing students.

### Development

- Seek student input to project design and developing proposals for improvement and innovation of the service.
- Participate in case reviews and service development activity to ensure continuous learning and improvement.
- Commitment to continued personal development (CPD) and undertake relevant training opportunities.

### Stakeholders

- Build and maintain relationships with key University departments and external stakeholders.
- Attend relevant institutional meetings and working groups to support and advocate for student rights and enhance student support provision.

### Compliance

- Ensure compliance with Guild and relevant University policies and all relevant legislation – including Health & Safety, 1994 Education Act, Safeguarding and Data Protection.
- Ensure adherence to Guild safeguarding and confidentiality procedures and reporting requirements for students to use our service safely.

### Other

- Support elected Officers in the delivery of project, campaigns and advocacy.
- Actively engage in student-facing projects and activities of all kinds as required.
- Be an enthusiastic advocate for student leadership and the organisation's values.
- Maintain own professional networks and promote the Guild on a local and national level.

## Person Specification: Student Advisor

### Criteria

Experience	<ul style="list-style-type: none"> <li>• Experience in advocacy, advice or other work focused on the empowerment of individuals.</li> <li>• Experience in dealing with sensitive information and situations.</li> <li>• Able to demonstrate knowledge of and an interest in the issues impacting students in Higher Education.</li> </ul>
Skills	<ul style="list-style-type: none"> <li>• Research: able to determine how policies affect different groups of people and use this understanding to provide advice.</li> <li>• Communication: able to communicate information in a way that is accessible to others and helps them to understand processes and advice.</li> <li>• Managing Relationships: able to work with vulnerable members to provide effective support while maintaining appropriate boundaries.</li> <li>• Project management: able to plan and organise projects, and report on progress.</li> <li>• Teamwork: taking the time to understand yourself and those around you, so that you can collaborate effectively across teams and achieve shared goals.</li> <li>• Insight: able to spot issues and think creatively about how to solve them.</li> <li>• Accountability: taking responsibility for your personal development, challenges, and successes, and being aware of the impact of your work.</li> </ul>
Values & Behaviours	<ul style="list-style-type: none"> <li>• A demonstrable commitment to the Guild's values.</li> <li>• Shares a genuine interest for working in a democratic, student-led environment and championing student leadership.</li> <li>• Strong commitment to equality, diversity and inclusion.</li> </ul>

## Role Profile: Student Advisor

### How to Apply

#### Application Timeline

Closing Date: 20 May

Shortlisting: 22 May

Interviews: 29 May

You will need to provide an up-to-date copy of your CV, and answer the following questions related to the person specification for the role:

- Please outline why you want to apply for this role, including how your values align with those of the Guild.
- Please outline your experience working within advocacy, advice or roles focused on the empowerment of individuals.
- Please describe your approach to collaborative working with others, including those who may have different perspectives from your own.

#### Please note:

- We will contact you to let you know the outcome of your application. This can sometimes take a few days.
- Applications received after the above closing date will not be considered.

#### Meet Your New Manager



#### **Kim White, Student Advice Manager**

If you'd like an informal chat with Kim to find out more about the role, the team and what they're looking for in our new Social Policy Lead, you can get in touch at [kim.white@exeterguild.com](mailto:kim.white@exeterguild.com). They would love to hear from you! For general queries please contact: [peopleandculture@exeterguild.com](mailto:peopleandculture@exeterguild.com)