

## JOB DESCRIPTION AND PERSON SPECIFICATION

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| <b>Job Title:</b> Student Adviser                                    | <b>Salary:</b> £34,326 starting salary    |
| <b>Grade:</b> 4  | <b>Location:</b> 272 High Holborn, London |
| <b>Accountable to:</b> Head of Student Advice & Safeguarding Support | <b>Section:</b> Student Services, ADS     |

### Purpose of Job:

The Student Adviser's role is to provide information, advice and guidance to students, individually or in groups. There are a variety of issues an adviser must understand including finance, immigration rules, relevant application procedures and the support arrangements for all our students. Where appropriate, Student Advisers will negotiate on behalf of students with Student Loans Company, Local Authorities, the Home Office, Benefits offices, etc. Student Advisers staff the Student Services offices across the Colleges of the University of the Arts London and will often be a student's first point of contact with University student support services. Student Advisers will answer many of the initial enquiries to these services. Where appropriate, students will be referred to specialist staff within the team, to other student –facing services or the University, or to external organisations. Student Advisers are based at University Student Services offices at the Student Centre or College sites.

### Duties and responsibilities

- To provide information, advice and guidance to students on a variety of topics including finance, immigration rules, their application procedures, and benefits applications for disabled students.
- To undertake agreed specialist casework from a range of issues including finance and immigration rules. The postholder will be encouraged to develop and deploy specialist skills and knowledge of advisory work in one or more of these areas in order to support their casework.
- To act as liaison, negotiate with, or make referrals to appropriate external agencies, for example, Student Loans Company, Benefits offices, Home Office, debt counsellors, and charitable trusts and foundations.
- To undertake advocacy and negotiate on behalf of students, both within the University and in respect of outside bodies such as LAs, the Home Office, Benefits offices, etc.
- To deliver presentations on the work of the Student Advice Service, and on the work of student support services in general.
- To produce written files, reports, handouts and other materials. These will be for the use of colleagues or students as appropriate.
- To undertake accurate statistical recording, and contribute to the evaluation and monitoring of the service.
- To undertake a range of appropriate administrative tasks in order to support the delivery of student advice and guidance within Student Services or College sites (e.g. ensuring up-to-date information resources / producing hand-outs etc.)
- To work with staff from other areas of Student Services and other departments of the University of the Arts London, including liaison with members of academic and administrative staff in the constituent colleges, and staff and officers of the University's Students' Union.

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- To represent the Student Advice Service, and where necessary Student Services, at appropriate committees and other meetings, both internally and externally.
- To keep informed of changes and developments in relevant legislation, practices and procedures.
- To perform such duties consistent with your position as may from time to time be assigned to you from anywhere within the University.
- To undertake health and safety duties and responsibilities appropriate to the post.
- To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work
- To personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022)
- To undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities
- To make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness
- To conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations

Key Working Relationships: Managers and other staff, and external partners, suppliers etc; with whom regular contact is required.

- Line manager, Senior Student Advisers and other Student Advisers, other student support services, College Student Services staff, University Student Services Colleagues
- NASMA; SLC; Home Office; UKCISA; social security offices; Local Authorities and other providers of community support; other networks

## Resources Managed

Budgets: None

Staff: None

Other (e.g. accommodation; equipment): dependant on location

**Job Title: Student Adviser**

**Grade: 4**

## Person Specification

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| <p>Specialist Knowledge/<br/>Qualifications</p> | <p>A good working knowledge of one or more of the various guidance areas covered by the Student Advice Service, and how the rules apply to individual students.</p> <p>Knowledge of the law, rules and regulations of student finance and immigration, and how they are applied to individual students</p> <p>The requirements on advice services related to governance by Data Protection Act, Financial Conduct Authority, the Office of the Immigration Services Commissioner and other professional standards.</p> <p>Possession of a first degree, or an advice work qualification, NVQ in Guidance, or equivalent.</p>   |
| <p>Relevant Experience</p>                      | <p>Experience of advice work gained within a similar information or advisory role, in a similar environment in education or externally in advice agencies.</p> <p>Experience of establishing basic facts of a case by carrying out appropriate enquiries, identifying and using a range of resources and types of data to produce full and accurate case-files, reports and/or accounts of situations.</p> <p>Experience of analysing complex problems to identify their cause, considering all possible solutions to identify those which offer wider benefits to students and the service.</p> <p>Experience of dealing with difficult situations, the anxieties of others or confidential matters according to policy and procedures, and referring to others where necessary and appropriate.</p> <p>Experience of making relevant improvements to ways of working to ensure that the service is as inclusive as possible.</p> |

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| Communication Skills                       | Communicates effectively orally, in writing and/or using visual media.   |
| Leadership and Management                  | Motivates and leads a team effectively, setting clear objectives to manage performance                             |
| Research, Teaching and Learning            | Uses effective teaching, learning or professional practice to support excellent teaching, pedagogy and inclusivity |
| Professional Practice                      | Contributes to advancing professional practice/research or scholarly activity in own area of specialism            |
| Planning and Managing Resources            | Plans, prioritises and organises work to achieve objectives on time  |
| Teamwork                                   | Works collaboratively in a team and where appropriate across or with different professional groups.                |
| Student Experience or Customer Service     | Builds and maintains positive relationships with students or customers   |
| Creativity, Innovation and Problem Solving | Uses initiative or creativity to resolve problems  |

The application form sets out a number of competence questions related to some of the following selection criteria. Shortlisting will be based on your responses to these questions. Please make sure you provide evidence to demonstrate clearly how you meet these criteria

**Last updated: December 2018**