

## JOB DESCRIPTION AND PERSON SPECIFICATION

**Job Title:** Student Adviser

**Salary:** starting at £33,653

**Grade:** 4

**Location:** 272 High Holborn, London

**Accountable to:** Head of Student Advice and  
Safeguarding Support

**Section:** 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 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, health, application procedures, and arrangements 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 Student Advice and Funding, 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.
- To represent 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.
- A commitment to the University of the Arts London's Equal Opportunities Policy, together with an understanding of how it operates within the responsibilities of this post.
- A commitment to your own development through effective use of the University's appraisal scheme and staff development processes.

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 Services staff, College Academic Registry staff, University staff
- 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

<b>Person Specification Professional and Administrative Grade 4</b> <b>E = Essential D = Desirable</b>	<b>E ✓</b>	<b>D ✓</b>	<b>Means of Testing</b> <b>A / T / I</b>
<b>Qualifications/Knowledge and Experience</b>			
<ul style="list-style-type: none"> <li>• A good working knowledge of one or more of the various guidance areas covered by Student Advice and Guidance Services.</li> <li>• Knowledge of the law, rules and regulations of student finance and immigration, and how they are applied to individual students</li> <li>• The requirements on staff related to Data Protection and the Office of the Immigration Services Commissioner.</li> <li>• Possession of a first degree, or the Certificate in Applied Advice Work, NVQ in Guidance, or equivalent qualification.</li> <li>• Commits to own development through effective use of the University's appraisal scheme and staff development process.</li> </ul>	✓    ✓	✓ ✓ ✓	A / T / I  T  I  A  A
<b>Communication and Service Delivery</b>			
<ul style="list-style-type: none"> <li>• Provides routine oral and written information clearly and concisely and is able to understand and explain technical/specialist terms commonly in use in own area of work.</li> <li>• Explores content and approach, adapting style and method of delivery to suit students' needs, checking understanding and taking into account feedback. Assisting students' learning and dealing with any misunderstandings, in casework, group work and presentations.</li> <li>• Uses appropriate levels of IT skills to enable best use of available information and communications as necessary for the post. <ul style="list-style-type: none"> <li>MS Office</li> <li>Email</li> <li>Intranet</li> <li>Web/Internet</li> <li>Electronic Diary</li> <li>Black Board</li> <li>Web 2 Technologies</li> <li>Corporate and/or local software applications relating to the post, such as student record systems</li> </ul> </li> <li>• Ensures that accurate information is passed onto the most appropriate people in a timely fashion to improve working practices.</li> <li>• Is involved in internal or external networks to pursue a shared interest and contribute to building and strengthening working relationships, sharing information and ideas to help others develop their practice/area of work.</li> <li>• Maintains up to date knowledge of information and services available in own and related areas of work monitoring standards and levels of service constantly, adapting services and systems to ensure they meet the needs of students, staff and related services.</li> </ul>	✓  ✓  ✓ ✓ ✓ ✓ ✓  ✓  ✓  ✓	✓          ✓ ✓ ✓	A / T / I          T / I  A / I          I  A / I   A / T / I

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<b>Managing Resources</b>			
<ul style="list-style-type: none"> <li>Ensures that appropriate resources are provided and referenced, and that support available to enable the team, other staff members and students to achieve their objectives.</li> </ul>	✓		A / I
<ul style="list-style-type: none"> <li>Ensures that students who seek advice understand what is expected of them, ensuring that they are empowered fairly and according to ability, monitoring progress through casework and actions and dealing with any difficulties arising.</li> </ul>	✓		A / I
<ul style="list-style-type: none"> <li>Ensures that time and resources are used effectively, continually reviewing progress to improve efficiency and to ensure that work of self and others is completed in line with team objectives.</li> </ul>	✓		A / I
<b>Problem Solving</b>			
<ul style="list-style-type: none"> <li>Distinguishes between the need to make a decision and when to defer. Also contributes to the decision making of students and staff by providing relevant information and considered opinions.</li> </ul>	✓		A / T / I
<ul style="list-style-type: none"> <li>Analyses complex problems to identify their cause, considering all possible solutions to identify those which offer wider benefits to students and the service.</li> </ul>	✓		A / T / I
<ul style="list-style-type: none"> <li>Establishes basic facts by carrying out appropriate enquiries, identifying and using a range of sources and types of data to produce full and accurate case-files, reports and/or accounts of situations.</li> </ul>	✓		A / T / I
<b>Work Environment and Care</b>			
<ul style="list-style-type: none"> <li>The ability to establish effective working relationships with students of all ages and backgrounds</li> </ul>	✓		A / I
<ul style="list-style-type: none"> <li>Deals with difficult situations, the anxieties of others or confidential matters according to policy and procedures, referring to others where necessary and appropriate.</li> </ul>	✓		A / I
<ul style="list-style-type: none"> <li>Undertakes health and safety duties and responsibilities appropriate to the post.</li> </ul>	✓		A / I
<ul style="list-style-type: none"> <li>Commits to the University's Equal Opportunities Policy together with an understanding of how it operates within the responsibilities of the post.</li> </ul>	✓		A / I