



JOB DESCRIPTION

JOB TITLE:	STUDENT ADVISER
RESPONSIBLE TO:	Head of People & Wellbeing
SALARY:	Undeb Aber Coordinator grade
HOURS:	Full-time, annualised hours (36.5 hours per week), to be worked flexibly in negotiation with line manager
DATE OF WRITING:	21 st August 2019

PURPOSE OF ROLE

To provide and develop high quality, independent information, advice and advocacy, primarily for members in dispute with Aberystwyth University, to be a visible outreach promoter of the service and to ensure effective signposting to alternative support as required. To maintain key service data and report to management and representatives to support the development of Undeb Aber policy, campaigns and representation.

DUTIES AND RESPONSIBILITIES

1. Advice & Advocacy

- To provide high quality student advice to students on a range of issues including money, housing and particularly in relation to matters of dispute with Aberystwyth University (AU).
- To be an Undeb Aber specialist on matters of AU code of conduct and academic rules and regulations, including disciplinary procedures, complaints, appeals, special circumstances and plagiarism procedures etc.
- To maintain an effective and appropriate system of casework files as agreed and adopted by the Advice Service team.
- To attend and support, on request, formal student meetings at which an adviser/friend/supporter may be invited.

- To uphold the principles of confidentiality, adhering to Undeb Aber policies and best practice guidance.
- To adhere to Undeb Aber policies and best practice regarding the safeguarding of vulnerable people.
- To contribute to the review of relevant Advice Service policies and practices.
- To keep accurate casework records to support ongoing clarity of information and enable future review.
- To support, administrate and work collaboratively with volunteers and other members of the team to best advice and support students, drawing on collective knowledge and case experience.
- To train support Staff, Officers, Representatives and Volunteers to recognise when a student issue should be referred to the Advice Service team.

2. Information

- To provide effective signposting for students to relevant other service provisions.
- To utilise Undeb Aber communications mechanisms to raise awareness of common student issues, such as plagiarism, bullying or failure to submit extenuating circumstances, to reduce incidence and encourage good academic practice and student community behaviours.
- To utilise Undeb Aber communications mechanisms and work with the Undeb Aber Communications and Engagement team to promote awareness of the Advice Service.
- To meet, correspond and liaise with external and internal agencies on behalf of both student clients and the Advice Service.
- To promote and protect Undeb Aber's independence, and the value that independence provides for students.
- To promote the availability of the Advice Service positively and proactively across the student community.
- To build effective relationships with key contacts in the AU community to provide access to information and insight.
- To support Officer campaigns to raise awareness and challenge behaviours, particularly in the portfolio of the Wellbeing and Academic Officer, and including such campaigns as sexual health, drugs and alcohol abuse and consent, for example.

3. Data

- To keep accurate and confidential data records, monitoring trends of service usage and student issues.
- To regularly discuss trends of student issues with management and Officers to inform potential representation and campaigns for Undeb Aber changes to policy and/or practice.
- To support Officers in articulating an evidenced case for change on such matters.
- To support Officers and managers in the preparation of formal documentation, such as the annual student voice return and QAA Student Written Submission.
- To support the evaluation, review and implementation of Advice Service policies and practice.

4. Other Duties:

- To attend meetings, conferences and training events that may support the effective achievement of the above tasks, and which may promote Undeb Aber's interests, locally, regionally and nationally.
- To positively promote and uphold the values and policies of Undeb Aber.
- To be an advocate for Undeb Aber and our work, locally, regionally and nationally as opportunities arise.
- To work within the terms of the governing documents of the Union, principally the Constitution.
- To contribute to Students' Union publications and informational materials.
- To uphold reasonable expectations regarding health and safety, data protection and other relevant regulations and legislation as appropriate.
- To assist in key Students' Union events throughout the year including Welcome Week & Elections
- Have a flexible approach to duties and work and, in particular, adopt a teamwork style with departments and activities across the Union. This may involve undertaking duties in support of the activities and services of other departments
- Environmental consideration and environmental best practice is the responsibility of all Students' Union staff
- To contribute to Union projects and participate in working groups
- To demonstrate Students' Union behaviours & standards in daily working life

CHANGES TO JOB DESCRIPTION

This job description may be subject to modification or amendment at any time following consultation with the post holder.

This job description is not intended to be an exhaustive list of tasks carried out by the post holder. It does, however, set out the main expectations of the Union in relation to the post holder's duties and responsibilities and the post holder may be expected to undertake alternative/additional work commensurate to the pay grade.

PERSON SPECIFICATION – STUDENT ADVISOR

CRITERIA	Requirement	Application	Interview Day
QUALIFICATIONS			
Good general education, typically to A level equivalent	Essential	√	
Advice or advocacy qualification	Desirable	√	
EXPERIENCE			
Experience of giving advice in one or more areas as mentioned in job description	Essential	√	√
Experience of maintaining timely, accurate and appropriate records	Essential	√	
Experience of explaining and/or advising others in relation to complex processes and procedures using simple and accessible terms in writing and in person.	Desirable	√	
Experience of promoting services or projects to the general public	Desirable	√	
Experience of building positive relationships with key stakeholders	Desirable	√	√
KNOWLEDGE			
Knowledge of good practice in non-directive advice giving/advocacy	Essential	√	√
Understanding of current issues and themes in student advice	Desirable	√	√
ATTRIBUTES/SKILLS			
Able to empower and motivate others	Essential		√
Able to work with complex individuals, situations or organisations	Essential	√	
Able to create and maintain strong working relationships	Essential	√	√
The ability to work effectively in a team and own initiative	Essential	√	√
Calm disposition especially under pressure	Essential		√
Compassionate with a high level of empathy	Essential		Y
Confident and capable of enthusiastic outreach work involving speaking to students	Essential	√	√
Able to overcome hurdles and problems in a constructive manner	Essential	√	√
Highly skilled in time-management and prioritisation	Essential	√	√
IT competent with a working understanding of Microsoft Outlook, Word and Excel	Essential	√	
Understanding and commitment to promoting equality and diversity and inclusive practices	Essential	√	√
Commitment to upholding the Students' Union values	Essential	√	√
Ability to communicate through the medium of Welsh	Desirable	√	