

Permanent Staff Role: Job Description & Person Specification

Section 1: Key Information

Job Title	Student Support Adviser (Academic & Housing)
Department	Community Engagement
Team	Advice Centre
Responsible to	Advice Centre Manager
Responsible for	None
Contract type	Permanent, full time
Office/Hybrid	Hybrid Working Policy in place with guiding principle of 60% office based (role dependent)
Hours of work	35 hours a week Some unsociable hours will be required to support projects and events across the year.
Grade and Salary	Grade 4 £29,096 Salary is subject to RHSU's Pay & Reward Policy, which includes an opportunity for annual pay progression.
Purpose of role	<p>To ensure the efficient operation of the Students' Union's Advice Centre.</p> <p>To provide up-to-date advice and support students with academic, housing and wellbeing issues.</p> <p>To signpost students appropriately to other relevant services that the University or community may provide.</p> <p>To run a range of education and outreach campaigns to support students throughout their time at Royal Holloway.</p> <p>To work with the Marketing team to devise relevant and topical outreach communications based on knowledge and experience of current issues facing students in higher education</p>
Strategic alignment	<p>The role will make a significant contribution to the overall strategic success of the organisation with a particular focus on providing advice and advocating for students.</p> <p>This will be delivered through the following enabling themes:</p> <p>Educate - raise awareness for students on their rights whilst at university, in an interactive and accessible way so that all students can find the information they need at the right time.</p>

	<p>Listen - Offer an independent and confidential space for students to be heard, with empathy that builds trust and gives them support</p> <p>Guide - Provide a platform with tailored advice for students to assist in solving the challenges they face and when we are not best placed to help, we will work with you to find other services that can provide support</p> <p>Advocate - Ensure students are treated fairly and justly when it comes to their rights, standing up for them when needed and empowering them to be facilitators of change</p>
Departmental plans	The role will contribute to projects across the entire organisation. The role will specifically contribute to the Advice Centre's annual plans including the delivery of free, confidential and impartial advice in addition to education and outreach work and supporting wider University teams with events and activities.

Section 2: Key Deliverables

Casework and Advocacy

- Deliver high quality, timely, appropriate, and confidential advice that is responsive to students' needs.
- Providing information, advice, and assistance to RHUL students on a range of matters, including academic and housing issues, and follow up to ensure that matters have been resolved as far as possible.
- Make appropriate referrals to the University and other external agencies as necessary.
- Conduct confidential interviews with students both face to face and online. Accompany students to academic and non-academic disciplinary hearings.
- Maintain accurate and up-to-date case records using a case management system, ensuring records are comprehensive and all advice given, outcomes achieved, and other relevant information is recorded appropriately.
- Report to the Advice Centre Manager or Head of Community Engagement on any issues that may escalate or pose a risk to the service or to the Students' Union.
- Provide data and reports to the Advice Centre Manager to support service delivery and reporting processes.
- Put systems in place to regularly evaluate and review impacts and outcomes for students.

Education and Outreach Support

- Work closely with the Marketing team to devise an appropriate and responsive programme of outreach communications for students.
- Co-facilitate workshops, presentations and training to students and staff on relevant topics.
- Support with the planning, organisation and delivery of educational campaigns to engage students in issues they are currently facing.

- Research into student trends and common issues to direct the work of the outreach communications and programme of proactive engagement.
- Promote the Advice Centre to students and wider RHUL community through the development of resources, delivery of presentations and training and participating in events and activities.

Communications

- Assist in maintaining the information available to students, including drafting content for online and print publications.
- Contribute to the updating of the Advice Centre webpages and other content, ensuring accuracy and relevance of information and resources.
- Assist with presentations and workshops for students and staff at RHUL.
- Build and maintain excellent working relationships with relevant stakeholders such as University colleagues or local organisations, ensuring communication is fluid and issues are escalated appropriately.
- Work with the Marketing team to build our Advice Centre's promotion through social media and inform the communication of advice to students.

Other Duties

- To attend appropriate meetings and develop reports as and when required by the Union.
- To abide by the Union's Constitution, policies and procedures and all relevant University policies and regulations at all times.
- To contribute to the positive image of the Union with students, the University and the local community.
- Comply with relevant data protection policies, ensuring General Data Protection Regulations are considered when making plans and decisions.
- Establish and maintain excellent working relationships with students, volunteers, staff and individuals outside of the Students' Union (for example the University).
- To undertake other tasks and responsibilities compatible with the level and nature of the post as required by the Chief Executive Officer.
- Identify possible improvements to the service and suggest these to the Advice Centre Manager.

Section 2b: Staff & Financial Responsibilities

- Work within an agreed budget, in line with the organisation's scheme of delegation and financial procedures.
- Keep up to date knowledge on RHUL policies (including but not limited to appeals, complaints, academic misconduct) and relevant legislation.
- Monitor relevant and current legislation from the sector considering how this will affect our students (including but not limited to housing law such as the Renters' Rights Bill).

Section 2c: Organisation Wide Responsibilities

- Comply with relevant equality and diversity policies, promoting a healthy working environment where all individuals are valued.
- Comply with relevant health and safety policies, seeking to minimise hazards for others.
- Support the development and implementation of sustainability initiatives within the organisation.
- Comply with relevant data protection policies, ensuring General Data Protection Regulations are considered when making plans and decisions.
- Establish and maintain excellent working relationships with students, volunteers, staff and individuals outside of the Students' Union (for example the University).
- Comply with the Students' Union's constitution and other governing documents, recognising and celebrating the contribution of members to leading our work.
- Work as part of a wider team, undertaking any other reasonable duties appropriate for the grade that may be required by the organisation.

The list of responsibilities is not exhaustive, and you may be required to contribute to other organisational projects as needed

Section 3: Person Specification

Person Specification	
Requirements	Essential (E) Desirable (D)
Candidates/post holders will be expected to demonstrate the following	
Education & Training	
Undergraduate degree or equivalent experience in the higher education sector.	E
Experience & Knowledge	
Experience of giving face-to-face and telephone advice in a student-facing environment or similar setting.	D
Experience of supporting others as part of a paid or voluntary role	E
Experience of delivering workshops, group presentations and training.	D
Knowledge of higher education, Students' Unions and the current issues facing students, including relevant legislation.	E
Ability to always ensure impartiality and confidentiality	E
Ability to maintain up-to-date and accurate records	E
Excellent communicator with a keen focus on customer service.	E
Skills & Abilities	
Knowledge of higher education, Students' Unions and the current issues facing students, including relevant legislation.	E
Ability to communicate to high standard and ensure delivery of a high-quality customer service.	E
Ability to always ensure impartiality and confidentiality.	E
Excellent communicator with a keen focus on customer service.	E
Values	
We're a values-led organisation, which means we're keen to attract applicants who share our priorities. We're keen to hear about times you've demonstrated the following:	
Student Focused: We understand without doubt that we exist for our members. We make sure we know how their needs are changing. We adapt.	E
High Quality: Is fundamental to achieving results. We go above and beyond expectations. We channel our energy into making things better and change or stop things that aren't working.	E
Inclusive: We champion and celebrate the importance of diversity, equality and liberation consistently through our work. We are ambassadors for our organisation and speak out if something is not right.	E
Brave: We embrace change and opportunity, and we are not afraid to try new things. We are ambitious and constantly look for new approaches to doing things.	E
Trustworthy: We will ensure that we are transparent, honest and fair in what we say and do.	E