

# Job Description & Person Specification



## Job Description & Person Specification

<b>Job title:</b>	<b>Student Adviser</b>
<b>Reports to:</b>	<b>Advice Service Manager</b>
<b>Responsible for:</b>	<b>N/A</b>
<b>Working hours:</b>	<b>Full Time (35 hours)</b>
<b>Salary band:</b>	<b>4a</b>
<b>Salary:</b>	<b>£34,702.53 per annum</b>
<b>Location:</b>	<b>Hybrid – Attendance at one of 6 UAL college sites required twice weekly</b>
<b>Last reviewed:</b>	<b>20/06/2026</b>

### JOB PURPOSE

- Providing 1:1 and group advice to students on areas including but not limited to academic issues, housing and general sign-posting.
- Coordinate Advice Service's College outreach programme.
- Contribute to the Advice Service's strategic and operational planning.
- Provide occasional support for student officers on specific projects in line with plans.

### KEY RESPONSIBILITIES

- 1. Responsible for providing 1:1 and group advice to students on areas including, but not limited to, academic issues, housing and general sign-posting.**
  - Undertake casework with students on a 1:1 and group basis which will involve contact with students face-to-face, over the telephone, via email and online.
  - Provide impartial advice on a students' options considering legislation, relevant regulations and University procedures. Assist a student inputting together their case, advising on the best way to achieve the outcome they want.
  - Where appropriate, act as an advocate of students in non-legal dealings primarily with the University, and, on occasion with external parties – this will include official meetings and panels help by the university and occasionally writing to the university on behalf of students.

- Provide basic housing and rental advice and information including (but not limited to) deposits, guarantors, disputes and contract/tenancy reviews.
- Provide individual feedback on student submissions, not limited to extenuating circumstances, appeals and complaints.

## **2. Contribute to Advice Service's College outreach**

- Host colleague drop-in session/appointments across UAL's multiple London sites, often alone when it's safe to do so.
- Work closely with other teams in the SU to deliver and improve the Advice Service's college outreach.
- Contribute to timely interventions through resources, activities and/or events on common advice issues to support students.
- Liaise with Union and University staff to support student community building across the colleges.

## **3. Contribute to the Advice Service and wider organization and strategic**

- Provide information relating to advice work for key reports and meetings as required by the Advice Service Manager.
- Contribute to strategic planning discussions by putting forward and implementing ideas for improvements to the Advice Service based on evidence.
- Contribute to operational planning by planning specific tasks and projects that contribute to the work of the Advice Service.
- Contribute to the promotion of the service – including the creation of publications, resources and emails.
- Contribute research projects relating to the Advice Service and students, including running surveys, collating secondary research, and investigating areas where there are knowledge gaps in service provision.
- Contribute to information packs and briefings in relation to the University's regulations or the regulations of an external body.
- Contribute to the equality, diversity and inclusion of the Union by putting forward and implementing ideas for improvement based on evidence.

## **4. Provide occasional support for student officers on specific projects in-line with plans**

- Advise student officers on how to plan and undertake specific projects as delegated by the Advice Service Manager.
- Provide student officers with briefings ahead of key university meetings and/or debriefs as delegated by the Advice Service Manager.
- Undertake specific elements of a project which may include arranging meetings, ordering publicity, finding specific information or statistics.

## General Duties:

In addition, all staff have the following general duties in their job descriptions:

- To deliver and develop targets outlined in the Union's strategic plan.
- To contribute and assist in the Union's planning processes and the review of its performance and systems.
- Contribute to the positive and professional image of the Union and not act in such a manner as to bring the Union into disrepute.
- To observe and uphold the requirements of the Union Constitution and act at all times in accordance with policies including equality of opportunity.
- To undertake your own administrative duties.
- Undertake any other duties appropriate for the grade and responsibilities of the post that may from time to time be reasonably requested.
- To take ownership of, their Induction, Personal Development, their role within Departmental Meetings and be responsible for carrying out duties with full regard to the rules, policies and procedures and conditions of service contained in the Staff Handbook, and within Departments of the Students' Union.
- A condition of employment is that all staff are expected to assist in key events throughout the year e.g. Fresher's and welcome festivals and any other key event, including elections, if necessary. Staff are expected to portray a positive image, both internally and externally of the Students' Union by displaying high standards of service, integrity, punctuality, politeness and professionalism.
- Where you are required to work with volunteers you must support and manage them appropriately in line with the Students' Union volunteer policy
- Environmental consideration and environmental best practice is the responsibility of all Students' Union staff
- Any other tasks that would be deemed suitable within this role as directed by line manager

# Person Specification

<b>CRITERIA</b>	<b>COMPETENCY</b>	<b>Assessment Type: Application (A), Interview (I), Task/Presentation (T/P)</b>
<b>Knowledge</b>		
Good working knowledge of Office 365	Job related knowledge	A
Understanding of one or more of the following areas of advice: housing and academic (e.g. academic misconduct, academic appeals, extenuating circumstances and complaints).	Job related knowledge	P
Demonstrable experience delivering advice, welfare or support services to users.	Job related knowledge and Technical	A
Demonstrable experience of delivering outreach and/or widening participation initiatives to service used	Continual improvement and seeing the bigger picture	P
Knowledge of current themes affecting students in the Further/Higher education sector	Job related knowledge and political awareness	I
<b>Skills</b>		
Ability to work effectively as part of a team as well as using own initiative.	Teamwork	I
Ability to quickly understand complex information, regulations and legislation.	Communication	A
Ability to formulate and clearly structure a students' case while maintaining accurate and detailed case records.	Technical skills	I
<b>Behaviours</b>		
Positive, approachable and committed to supporting others.	Student Focused	A
Ability to handle personal data confidentially and with sensitivity remaining compliant with GDPR	Accountability	I
Able to manage a large and varied workload, keeping calm under pressure.	Personal Effectiveness	A
Understanding of equality and diversity and the relevant of these to students' experience.	Inclusivity	I

