

Job Title	Student Adviser (Academic & Housing)	Reports to	Advice Manager
Grade	C (0.5 FTE)	Department	Support & Advice Hub
Salary	£34,147 per annum (£17,073 pro rata)	Contract	Permanent
Financial responsibility	☐ None	People responsibility	☐ None

Main Purpose and Key Service Delivery

This role provides Support & Advice Hub service users with high-quality independent information, advice, advocacy, representation and casework support for academic and housing matters. They are responsible for the accuracy and quality of specialist advice within their remit.

They are a key part of the Support & Advice Hub team and work alongside the Advice Manager and another Student Adviser to deliver an excellent advice service.

Summary of Duties and Responsibilities

- Provide independent information and advice, particularly on academic and housing matters, via appointments & attendance at events.
- Undertake detailed casework, including negotiation, advocacy and representation, for clients in accordance with any national and Support & Advice Hub standards.
- Participate in case review meetings to help enhance the quality of the team's advice.
- Maintain accurate records, case notes and service statistics in collaboration with the Head of Advocacy & Wellbeing and Support & Advice Hub Administrator.
- Maintain secure records to protect the confidentiality of clients and work in accordance with service Data Protection/GDPR policies and wider legislation.
- Raise awareness and promote the work of the Support & Advice Hub, by producing promotional material, ensuring the website is up to date, attending events and designing and delivering talks/presentations.
- Liaise with University colleagues and other agencies involved in Advisory work and attend local regional and national meetings.
- Advise Students' Union officers and staff on policy and issues and in responding to papers, relevant to student housing and academic matters.
- Adhere to the Support & Advice Hub's service standards, particularly with regard to confidentiality and impartiality at all times.
- Provide front-of-house cover for the Support & Advice Hub when requested.
- Devise, deliver and attend relevant training to maintain an up-to-date knowledge of legislation, policy and practice relevant to your advice.
- Contribute to the continuous improvement of the Support & Advice Hub
- Complete any other duties commensurate with the nature and grade of the post as requested by the Advice Manager and Head of Wellbeing & Advocacy.
- Ensure safe working practices and a safe working environment by complying with statutory legislation and NUSU health and safety policies and procedures.

- Promote and implement NUSU's Equality & Diversity Policy in all aspects of employment and service delivery.

This job description describes the responsibilities and accountabilities of the role and has been written to support the organisation's role evaluation framework.

Key Relationships

The Student Adviser (Academic & Housing) will build trusted relationships with the students they advise. They will work closely with all colleagues in the Support & Advice Hub, particularly those in the Advice Team. They will also work with the Sabbatical Officer team, particularly the three based in the Student Voice team (President, Wellbeing & Communities and Academic), and teams across NUSU.

Externally they will work with University departments, such as Registry & Education Services and Student Health & Wellbeing. They may also work with local sector partners and referral agencies.

Decision Making and Accountability

The Student Adviser is expected to exercise judgement and provide specialist advice. They also have discretion to make recommendations on complex matters within a general policy framework, for matters relating to advice with clients. They are expected to exercise judgement in prioritising competing workloads, resolving operational issues and making day-to-day decisions within agreed service standards.

Person Specification About you

Experience and Knowledge:

- Educated to degree level
- Professional qualification or substantial experience in a specialist field of advice
- Knowledge of student issues, rights and the support services available
- Knowledge of relevant statutory legislation, including GDPR.

Skills and Attributes:

- Excellent written and verbal communication skills, with the ability to explain complex information clearly and sensitively.
- Ability to manage a varied caseload, prioritise competing demands and work effectively under pressure.
- Excellent attention to detail, particularly when working with confidential information.

Values and Ethics:

- Committed to creating an inclusive, supportive and welcoming environment for all
- Always maintains confidentiality where possible
- Acts with integrity and professionalism and treats others with respect.

