

Role Profile: Student Advisor

Job title:	Student Advisor
Working hours:	15 to 35 hours per week (to be worked flexibly)
Salary:	Grade C £29,179.35 to £33,081.32 per annum (pro-rated)
Reporting to:	Student Advice Manager
Direct Reports	None

Role Purpose:

Our Student Advisors provide free, independent and confidential advice to our members. We advise these students on issues relating to their education, housing and finances. We aim to empower our members to understand their rights and options, to identify and access appropriate sources of support, and to navigate processes and procedures that can be complex and challenging at times. To do this, we provide students with relevant information and resources; we offer advice by email, telephone, video call and meetings; and we provide individual casework and advocacy. Student Advisors are integral to contributing to the Guild's mission of promoting a supportive and radically inclusive community where all students can love Exeter.

Key Accountabilities:

- Delivery of high-quality student advice and support to provide students with information and support to make informed decisions.
- Participating in case review and service development activity to ensure continuous learning and improvement.
- Delivering outreach activities and campaigns to raise awareness of the service and promote preventative advice messages.
- Support the delivery of the Widening Participation (WP) Provision for groups including: Asylum Seeker and Refugee students; Care leavers and Care experienced students; Estranged Students; and Student Parents.

Key Responsibilities:

Delivery

- Responding to requests for advice, providing effective information and signposting.
- Providing casework support and advocacy to inform and empower students.
- Producing effective case notes on all interactions, advice and support given to members.
- Drafting clear, concise and helpful content on key themes, issues and challenges relevant to our members, with a particular focus on digital material.
- Acting, at all times, in line with our service policies to ensure high-quality, accurate advice that is free, confidential and focused on the needs of the client.
- Maintaining a detailed understanding of university policies, financial and housing regulations, procedures and regulations, to support students to navigate these. Examples include academic appeals, academic misconduct investigations, complaints, course changes, disciplinarys, and raising extenuating circumstances.
- Maintaining an understanding of wider issues affecting student wellbeing, to support students on key themes including housing, finance and funding, wellbeing and barriers to students from a WP background.

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- Authorise payments for students from a WP background for relevant support (bursaries and counselling payments).
- Record and report relevant information and trends to the service manager.
- Promote the Advice service and WP provision and relevant University support services to incoming and continuing students.

Development

- Seeking student input to project design and developing proposals for improvement and innovation of service.
- Participating in case review and service development activity to ensure continuous learning and improvement.

Stakeholders

- Building and maintaining relationships with key University departments and external stakeholders.
- Attending relevant institutional meetings and working groups to advocate, develop activities and support for relevant students.

Compliance

- Ensure compliance with the Guild's and relevant University policies and all relevant legislation – including Health and Safety, 1994 Education Act and Data Protection.
- To follow safeguarding and confidentiality procedures and reporting for students to use our service safely.

Other

- Support elected Officers in delivery of their projects and campaigns.
- Actively engage in student-facing projects and activities of all kinds as required.
- Be an enthusiastic advocate for student leadership and the organisation's values.
- Maintain own professional networks and promote the Guild on a local and national level.
- Commitment to continued personal development (CPD) and undertake relevant training opportunities.

Person Specification: Student Advisor

	Criteria
KNOWLEDGE & EXPERIENCE	<ul style="list-style-type: none"> • Experience in advocacy, advice or other work focused on the empowerment of individuals. • Experience handling sensitive information and situations with compassion and empathy.
SKILLS & ABILITIES	<ul style="list-style-type: none"> • Research: able to determine how policies affect different groups of people and use this understanding to provide advice. • Communication: able to communicate information in a way that is accessible to others and helps them to understand processes and advice. • Managing Relationships: able to work with vulnerable members to provide effective support while maintaining appropriate boundaries. • Project management: able to plan and organise projects, and report on progress. • Teamwork: taking the time to understand yourself and those around you, so that you can collaborate effectively across teams and achieve shared goals. • Insight: able to spot issues and think creatively about how to solve them. • Accountability: taking responsibility for your personal development, challenges, and successes, and being aware of the impact of your work.
VALUES & BEHAVIOURS	<ul style="list-style-type: none"> • A demonstrable commitment to our organisation's values. • Comfortable working in a democratic, student-led environment with the ability to empower and build constructive relationships with student leaders. • Strong commitment to, and understanding equality, diversity and inclusion. • A commitment to continuous personal and professional development

More Information

[Student Advisor - Role Profile](#)

[Candidate Information Pack](#)

Please download the role profile for more information, including advice on how to apply and to arrange an informal conversation with the hiring manager. For general enquiries, please contact peopleandculture@exeterguild.com.

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How to Apply

Application Timeline:

- Closing Date: Wednesday 30th October 2024, 10 am
- Interviews: Friday 8th November 2024

You will need to provide an up-to-date copy of your CV, and answer the following questions related to the person specification for the role:

- Please outline why you want to apply for this role, including how your values align with those of the Guild.
- Tell us about your relevant experience empowering others within an advocacy or advice role.
- Please describe your approach to collaborative working with others, including those who may have different perspectives from your own.

Please note:

- We will contact you to let you know the outcome of your application. This can sometimes take a few days.
- Unfortunately, if we receive your application after the above closing date, we will not be able to consider it.

Meet your new manager

Kim, Student Advice Manager



If you'd like an informal chat with Kim to find out more about the role, the team and what they're looking for in our new Student Advisor, you can get in touch at kim.white@exeterguild.com. They would love to hear from you!

For general queries please contact: peopleandculture@exeterguild.com