#### 3815-ARUSU-Logo-cmyk

**Job Description**

**Adviser (Chelmsford)**

**Vision**

Students creating success together.

**Mission**

A Union with a personal connection to all students; we recognise individual aspirations for success and support students to collaborate and realise their ambitions.

**Our values are:**

**Inclusive**

We champion equality, diversity and accessibility. We respect the needs of the individual and the wider student community.

**Honest**

We think ahead, deliver on our promises and act honestly. We share our hopes, challenges and successes widely and effectively.

**Collaborative**

We always seek to work in partnership with our stakeholders to help us realise our shared ambitions.

**Determined**

We know what is important to ARU students and are driven to achieve the best possible outcomes for them

**Responsible for:** N/A

**Reporting to:** Advice Service Manager

**Functional Relationships:** Advisers, Representation Coordinators, Student Services Staff, University Faculty Student Advisers, Deputy Deans of Faculties, Directors of Studies, Module Leaders, Appeals Unit Staff, Executive Officers, Union staff.

**Section:** Advice

**Any Other Relevant Information**

Salary Grade C

Hours of Work 22.5 hours per week, Monday – Friday 9am – 1.30pm

The Students’ Union is fully committed to its policies and procedures on Equality, Diversity and Inclusion

**Purpose of Job:**

**To provide advice, support and information to students on academic and welfare issues.**

**To be an active member of the Students’ Union Advice Service team.**

**Job Role:**

**Students’ Union Advice**

* Provide students with accurate and relevant guidance and advice, on a face-to face basis as well as via telephone and e-mail
* Work in partnership with advisers on both campuses as required
* Advocate on behalf of and represent students as required.
* Develop and maintain close links with University staff and specialist outside agencies concerned with student education and welfare in the local region and nationally, and when necessary make referrals.
* Ensure familiarisation and understanding of the current rules and regulations of the University.
* Ensure that procedures for confidentiality and the security of documents are maintained effectively to protect client confidentiality at all times.
* Adhere to Advice Quality Standards Award to support continued accreditation.
* Participate in casework review, peer mentoring and supervision meetings to ensure best practice.
* Maintain up to date, accurate and orderly computerized client records and statistics and make these available as required.
* Maintain up to date relevant publications and information resources in the Advice Service

**Advice Service Meetings**

* Attend and participate in team meetings.
* Advise the Advice Service and Representation team, Union staff and Executive Officers on any issues, trends, publications or initiatives that are relevant (providing confidential anecdotal information when necessary).

# Other

* Actively promote exceptional customer service throughout the Union.
* Undertake all activities in accordance with the Union’s equal opportunities, health and safety, environmental and staff protocol policies.
* Assist in the training and induction of new staff and elected officers as required.
* Attend external conferences and training as required and directed.
* Represent the Union and support officers as required.
* Carry out any other duties as may be assigned to the post holder and which are reasonably consistent with the position.

It is important to know that you will be expected to have a Personal Development Plan and to participate in any training programme, meeting or conference considered relevant to your job. The Students’ Union expects all staff to participate in, and take ownership of, their Induction, Personal Development Review, Departmental Staff 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., Freshers Fair 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.



**PERSON SPECIFICATION – Adviser Chelmsford**

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| --- | --- | --- |
| CRITERIA | ESSENTIAL | *DESIRABLE* |
| ***QUALIFICATIONS*** |  |  |
| Higher Education qualification or professional person centred experience |  | ✓ |
| A qualification (e.g. NVQ level 3 or 4) in advice work, management, customer services or related field or equivalent relevant experience | ✓ |  |
| Minimum level two Maths and English | ✓ |  |
| Good level of written and spoken English to support advocacy requirements | ✓ |  |
| ***KNOWLEDGE AND EXPERIENCE*** |  |  |
| Background in offering advice and/or support | ✓ |  |
| Experience of providing advice on academic and/or welfare issues |  | ✓ |
| Experience of working flexibly with a non judgemental focus with a range of clients | ✓ |  |
| Experience of working in a higher/further education setting |  | ✓ |
| Knowledge of key issues affecting students in Higher Education |  | ✓ |
| ***SKILLS AND ABILITIES*** |  |  |
| Excellent written and verbal communication skills | ✓ |  |
| Ability to use active listening skills to engage with and advise a diverse range of students | ✓ |  |
| Ability to establish and maintain effective working relationships with a wide range of people both within and outside the University, including students, academics and senior management | ✓ |  |
| Effective advocacy skills, both written and oral | ✓ |  |
| Computer literacy (standard office software) and keyboard skills | ✓ |  |
| Effective administration skills | ✓ |  |
| Effective organizational skills and able to prioritise work and retain composure in a busy environment working under pressure | ✓ |  |
| Ability to set and maintain service standards | ✓ |  |
| Ability to establish and ensure compliance with service boundaries, for example regarding referral to other agencies | ✓ |  |
| Information gathering skills, for example to identify best practice and relevant external frameworks | ✓ |  |
| Awareness and understanding of the importance of professional boundaries | ✓ |  |
| Experience of delivering presentations or willingness to learn in this post | ✓ |  |
| Ability to reflect and review own practice independently and with other team members | ✓ |  |
| Ability to promote the service at Union and University events | ✓ |  |
| A full driving licence is required for this role |  | ✓ |
| ***PERSONAL QUALITIES*** |  |  |
| Self-sufficient and able to work independently on own initiative with confidence | ✓ |  |
| Approachable and Articulate | ✓ |  |
| Diplomatic and sensitive to others | ✓ |  |
| Responsive to service/student needs | ✓ |  |
| Enthusiastic and flexible in approach | ✓ |  |
| Committed to working in a democratic structure | ✓ |  |
| Non judgemental attitude to students | ✓ |  |
| Able to work collaboratively in a small team | ✓ |  |
| Flexibility in approach to individuals | ✓ |  |
| Committed to equality of opportunity | ✓ |  |
| Sympathetic towards pressures facing students | ✓ |  |

A = Application Form, E = Evidence, I = Interview, T = Test