

Job Description  
Student Advisor (Peterborough Campus)

**Reporting to:** SU Advice Service Manager

**Responsible for:** No direct line management responsibility

**Salary:** £23,860.02 (full time equivalent £29,825.03)

**Hours of Work:** 28 hours per week

**Location:** This role is based on the Peterborough campus. Travel between the campuses will be required at times.

**Department:** Student Leadership and Communities Directorate.

**Purpose of the job**

To provide advice, information and support to ARU students on academic issues. To signpost and refer students to ARU services and/or external agencies for appropriate on-going practical support

**What you will be doing**

- Provide students with accurate and relevant guidance, information, advice and support.
- Maintain knowledge and understanding of current University Policy, Rules, Regulations & Procedures for Students and Academic Regulations.
- Advocate on behalf of and represent students as required at formal and informal University meetings and hearings.
- Maintain up to date, accurate and orderly computerized client records and case notes.
- Ensure that procedures for data management and the security of documents are maintained effectively in order to protect client confidentiality.
- Participate in casework review, peer mentoring and supervision meetings to ensure best practice.
- Develop and maintain close links with University staff and specialist outside agencies in the local region and nationally, referring or signposting students where relevant.
- Maintain up to date relevant publications and information resources within the SU Advice Service.
- Be proactive in collating themes and evidence of current student issues to inform any necessary campaigning work for our Executive Committee, Course Reps and to present to the Senior ARU Peterborough Management Team.
- Lead on advice engagement sessions to educate ARU students on the SU advice service.

CRITERIA	ESSENTIAL	DESIRABLE
<b>QUALIFICATIONS</b>		
Higher Education qualification or professional person-centred experience		?
A qualification (e.g. NVQ level 3 or 4) in advice work, management, customer services or equivalent relevant experience	?	
Minimum level two Maths and English	?	
Good level of written and spoken English to support advocacy requirements	?	
<b>KNOWLEDGE AND EXPERIENCE</b>		
Background in offering advice and/or support	?	
Experience of providing advice/support on academic 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		?
<b>SKILLS AND ABILITIES</b>		
Excellent written and verbal communication skills	?	
Ability to use active listening skills to engage with, advise and support a diverse range of students	?	
Ability to establish and maintain effective working relationships to include university staff, students and senior management.	?	
Effective advocacy skills, both written and oral	?	
Computer literacy (standard office software) and keyboard skills	?	
Effective administration skills	?	
Effective organisational skills and able to prioritise work, retaining composure whilst 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	?	
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	?	
<b>PERSONAL QUALITIES</b>		
Self-sufficient and able to work independently on own initiative with confidence.	?	
Sympathetic, approachable and articulate.	?	
Non-judgemental, diplomatic and sensitive to others	?	
Responsive to service/student needs	?	

Enthusiastic and flexible in approach	<input type="checkbox"/>	
Committed to working in a democratic structure	<input type="checkbox"/>	
Able to work collaboratively in a small team	<input type="checkbox"/>	
Flexibility in approach to individuals	<input type="checkbox"/>	
Committed to equality of opportunity	<input type="checkbox"/>	