



Candidate Information

Position:	Student Adviser, Students' Union
School/Department:	Students' Union
Reference:	19/107305
Closing Date:	Friday 29 March 2019
Salary:	£27,831 - £32,236 per annum (potential to progress to £35,210 per annum through sustained exceptional contribution)
Anticipated Interview Date:	Tuesday 9 April 2019

JOB PURPOSE:

To provide accurate, reliable and independent information, advice and advocacy to current and prospective Queen's students across a range of academic and non-academic issues and to keep accurate case records of same. To work as part of the Advice SU team to achieve the objectives of Advice SU and the Students' Union. This is a full-time position.

MAJOR DUTIES:

1. Provide information, advice and advocacy to current and prospective Queen's students on a range of matters relevant to those studying in higher education, either in person, over the telephone or via email, including but not limited to academic, disciplinary, accommodation, complaints, student finance, welfare benefits, consumer and employment issues.
2. Acquire and maintain relevant knowledge of key student issues. This includes keeping up to date with relevant legislation and having a clear understanding of Queen's Regulations, policies and procedures.
3. Undertake individual case work by advising students on their particular issue, with an emphasis on empowering students to tackle their own challenges where possible, and following the case through internal and external processes, including appeal stages, to conclusion.
4. Maintain accurate and comprehensive case records in line with data protection legislation and recognised quality of advice standards. Provide reports and recommendations by collating, analysing and sharing quantitative and qualitative information.
5. Liaise with and make representation and / or recommendations to University departments and staff on behalf of individual students on a range of issues.
6. Contribute to the promotion of Advice SU, being proactive in finding ways to engage with students and raise awareness of relevant student issues. This will include organising and participating in events, workshops, talks and presentations, and contributing to the provision of accurate and accessible information on the Students' Union's website and social media channels.
7. Work within the democratic ethos and structures of the Students' Union, including working closely with elected Student Officers.
8. Any other duties commensurate with the post and the aims of Advice SU and the wider Students' Union.

Planning and Organising:

1. Work as part of a team with other advice staff and together ensure the efficient and effective provision of high-quality confidential advice service to the student body
2. Plan, coordinate and prioritise own daily routine to deliver all aspects of the role within agreed working hours in line with the objectives of Advice SU.
3. Formulate an individual plan of work for each academic year which complements the Students' Union plan of work.
4. Contribute to the management and working processes of Advice SU, working within short to medium-term resource availability.

Resource Management Responsibilities:

1. The postholder will be expected to work within a prearranged budget and will have no managerial responsibility.

Internal and External Relationships:

1. Develop and maintain key internal contacts and relationships e.g. Directorate of Academic and Student Affairs, Accommodation and Hospitality and Student Officers.
2. Maintain a network of contacts with external advice and rights organisations e.g. Advice NI, Housing Rights and the Consumer Council, and build upon affiliations with external stakeholders and statutory bodies such as NIHE and relevant government departments
3. Represent the University, Students Union and students at relevant external forums.

ESSENTIAL CRITERIA:

1. *HND / NVQ Level 4 or equivalent qualification
2. *A minimum of 3 years' relevant experience of providing advice in a professional setting on a one-to-one basis, including demonstrable evidence of:
 - significant experience of researching solutions to problems and suggesting options for effective resolution.
 - maintaining up to date knowledge of and applying relevant policy, legislation and guidance.
 - managing a challenging workload to meet deadlines and standards.
 - applying Data Protection legislation and dealing with personal information confidentially.
3. *Experience of preparation and delivery of presentations.
4. *Experience of researching and disseminating information accurately and effectively.
5. Well-developed IT skills, particularly MS Office products.
6. Organisation skills, with proven ability to work under pressure to meet targets and deadlines.
7. Excellent verbal communication skills, effective in one to one or group work situations.
8. High standard of written communication skills, including spelling, punctuation and grammar.
9. Strong interpersonal skills and ability to deal confidently with a wide range of people and in a student led environment.
10. Customer focused and committed to providing support to those who require ongoing assistance.
11. Good team worker with a flexible approach.
12. Ability and willingness to work flexible hours to meet the needs of the job, which may include evenings, weekends and public holidays on occasion.

DESIRABLE CRITERIA:

1. *HND or higher level qualification in academic field relevant to the duties of the post.
2. *Welfare rights training.
3. *Experience of preparing written material for publicity and information purposes.
4. *Experience working within an educational environment at Higher Education level.
5. *Experience of advocacy and representation.
6. Working knowledge of the Advice Pro (or similar) case recording system.
7. Knowledge of issues facing students.
8. Knowledge of current issues impacting on Higher Education.