

Candidate Information

Position: Student Adviser
School/Department: Students' Union
Reference: 23/110737
Closing Date: Monday 20 March 2023
Salary: £29,619 - £34,308 per annum.
Anticipated Interview Date: Tuesday 28 March 2023

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 Social Security benefits, and benefit calculations, academic, disciplinary, accommodation, complaints, student finance, 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(s), 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, and external organisations/stakeholders 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. It will also mean contributing to the administration/running of drop-in sessions.
7. Undertake social policy research into student welfare issues. Make recommendations, both internally and externally, for change based on the outcome of this research.
8. Work within the democratic ethos and structures of the Students' Union, including working closely with elected Student Officers.
9. Any other duties commensurate with the post and the aims of Advice SU and the wider Students' Union.

ESSENTIAL CRITERIA:

1. * HND / NVQ Level 4 or equivalent qualification or substantial relevant experience in a similar role.

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.

The relevant experience must have been gained working in an organisation where advice provision is part of the organisations remit. The provision of free, independent and non-judgemental advice should have been a central focus of the role.

3. * Thorough knowledge of the Social Security benefit system. This should include carrying out benefit calculations.
4. * Experience of preparation and delivery of presentations.
5. * Experience of researching and disseminating information accurately and effectively.
6. Well-developed IT skills, particularly MS Office products.
7. Organisation skills, with proven ability to work under pressure to meet targets and deadlines.
8. Excellent verbal communication skills, effective in one to one or group work situations.
9. High standard of written communication skills, including spelling, punctuation and grammar.
10. Strong interpersonal skills and ability to deal confidently with a wide range of people and in a student led environment.
11. Customer focused and committed to providing support to those who require ongoing assistance.
12. Good team worker with a flexible approach.
13. 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. * Up to date welfare rights training, including benefit calculations.
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. * Knowledge of the interaction between student funding and Social Security benefits.
7. Working knowledge of the Advice Pro (or similar) case recording system.
8. Knowledge of issues facing students.
9. Knowledge of current issues impacting on Higher Education.