

Candidate Information

Position:	Student Money Advisor
School/Department:	Student and Campus Experience
Reference:	26/113131
Closing Date:	Monday 9 March 2026
Salary:	£35,136 - £40,316 per annum
Anticipated Interview Date:	Monday 30 March 2026

JOB PURPOSE:

As part of the SU Advice team, the Student Money Advisor will provide specialist, impartial advice and guidance to current and prospective students on financial matters, including student finance, discretionary support, hardship funds, welfare benefits, and financial wellbeing.

Working closely with Students' Union and University colleagues, the Adviser will be a primary contact for students experiencing financial challenges related to their studies, ensuring they receive accurate information, advice, and proactive support to address challenges, succeed academically and support their overall wellbeing.

This role supports the strategic objectives of the Students' Union and University, aligning with the SU Strategic Plan to enhance the student experience and promote student success.

MAJOR DUTIES:

1. The post holder will be expected to form part of a team with other advice staff and together ensure the efficient and effective provision of impartial advice service to the student body.
2. Provide advice and guidance to current and prospective students on student money matters, including student finance, discretionary funds, welfare benefits, scams, and financial wellbeing, while supporting and empowering students to resolve their financial issues.
3. Support general advisers to provide routine advice on issues including housing, appeals, conduct and complaints during peak periods.
4. Maintain an up to date knowledge of student finance regulations, relevant University regulations and procedures, and welfare benefit legislation.
5. Maintain accurate, GDPR compliant case records in line with recognised advice quality standards.
6. Liaise and collaborate with University Schools, support services, departments, and external organisations in relation to student cases, and make informed recommendations where appropriate.
7. Work within the democratic ethos of the Students' Union, including collaboration with elected Student Officers.
8. Undertake any other duties commensurate with the role and the aims of SU Advice and the Students' Union.

ESSENTIAL CRITERIA:

1. HND, or Level 4 qualification in Advice and Guidance (or an equivalent Level 4 qualification) plus a minimum of 2 years' relevant experience as detailed at Point 2, OR
2. Educated to 'A' Level standard plus significant relevant experience as detailed at Point 2.
3. Relevant professional experience in providing one-to-one impartial money advice and financial wellbeing guidance.
4. Interpreting and advising on complex statutory regulations, policies, procedures, and detailed information.
5. Using a case management system, such as Advice Pro.
6. Working collaboratively and effectively as part of both large and small teams.
7. Understanding and knowledge of financial support, funding needs, and financial wellbeing challenges experienced by students in higher education.

8. Knowledge and understanding of GDPR, confidentiality, and safeguarding.
9. High standard of written communication skills, including spelling, punctuation, and grammar and the ability to produce high-quality documentation and correspondence.
10. Excellent organisational skills with the ability to work independently, use initiative, plan and prioritise personal workload.
11. Demonstrable evidence of researching solutions, combined with strong problem-solving ability and analytical skills.
12. Building and maintaining internal and external networks and partnerships.
13. Experience of developing and delivering high quality, engaging, and interactive presentations and activities to small and large groups.
14. Ability to remain calm in challenging situations while working under pressure, meeting deadlines, prioritising effectively, and balancing conflicting workloads.
15. Strong interpersonal and verbal communication skills, with a proven ability to manage difficult conversations with empathy, tact, diplomacy, and sensitivity.
16. Cross-cultural awareness and a commitment to equality, diversity, and inclusion.
17. Appointment to this position will be subject to the successful applicant undergoing an Access NI enhanced check.
18. Ability and willingness to work flexible hours to meet the needs of the service and occasional evenings, weekends, and public holidays.

DESIRABLE CRITERIA:

1. A degree.
2. Completion of the Advice NI Basic Adviser Programme (BAP) or Law Centre NI OCN Level 3 Certificate in Generalist Advice.
3. Experience of working in a higher education environment.
4. Experience of working in a students' union environment.
5. Working knowledge of the welfare benefit system and ability to undertake benefit calculations.

ADDITIONAL INFORMATION:

Informal Enquiries Damien Corridan: d.corridan@qub.ac.uk