

# Students' Union Adviser

## Role Description and Person Requirements

<b>Department:</b>	Voice and Advocacy Team
<b>Location:</b>	Stoke-On-Trent (but may be required to work at our other sites in Stafford and London from time to time)
<b>Reporting to:</b>	Voice and Advocacy Manager
<b>Responsible for:</b>	No management responsibilities



The vision of our team here at Staffordshire University Students' Union is that every student will be **Proud to be a part of Staffs**.

Working alongside our University, it is our purpose to ensure that every student has access to a range of student support services, opportunities for community building and access to activities that shape their academic experience.

## About the Role

The vision of Staffordshire University Students' Union is that every student will be Proud to be a part of Staffs. The purpose of this role is to deliver an effective advice service to meet the needs of our members, ensuring we communicate a positive image to promote the service. The majority of our caseload, and therefore advice provision, relates to Student Finance and other money issues, but also Academic and Disciplinary matters. As a dynamic and agile organisation, we always signpost or advocate where we cannot directly advise and so our advisers often empower and support students facing challenges from everything from housing to sexual violence.

## Core Responsibilities

The post holder will work with The Strategic Management Team, Officers and staff:

- To undertake casework for students, including advice, financial literacy and representation.
- To work alongside SAC volunteers offering support, supervision and training as appropriate
- To contribute to the development and promotion of the range and quality of our services.
- To undertake relevant research to develop information sources that will be of benefit to individual students and that will assist with social policy work/campaigning
- To provide assistance and guidance to the relevant FTOs in achieving their objectives for the year.
- To undertake other project-based work as determined by the Union. For example, developing a survey of students and their financial circumstances or running a series of workshops

- To contribute to the development and maintenance of information resources
- To contribute to the supervision and development of the Advice & Information Co-ordinators and Union team members to support the service delivery.
- To take a share of the day-to day running of the Advice & Information Service.
- To represent the Students' Union at key recruitment events such as Open Days and Offer holder days providing financial advice to prospective students.

## General Expectations

Whilst working in this role, you will also:

- Keep yourself and others safe by maintaining high standards of Health and Safety and adhering to other relevant law and regulations.
- Maintain the highest standards of Confidentiality and Data Security, in accordance with the General Data Protection Regulations 2018.
- Comply with the policies, procedures, and protocols in place within the Students' Union. These are available from the HR Manager or from the Staff Intranet.
- Maintain a good knowledge of Higher Education policy, University policies and the main issues, which matter to our students
- To ensure that the administration procedures connected with your work are effective and appropriate
- Contribute to the delivery of the Student Welcome activities to support the Students' Union in delivering a high-quality experience for returning and new students.
- Contribute to the ongoing facilitation of student voice and feedback to both our University and the Students' Union, including the promotion of relevant surveys including the NSS and SVS.
- Bring the vision of the Students' Union to life by making every customer, student, and guest Proud to be Staffs.
- Be committed to the environmental and ethical values of the Students' Union; The post holder is required to minimise environmental impact in the performance of their role and to actively contribute to the delivery of the Students' Union's Environmental Sustainability Policies.
- Undertake any other task as deemed appropriate by your Line Manager.

Please note that this job description is not intended to be exhaustive, and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post-holder.

## Equality Statement

Here at Staffordshire University Students' Union, we are committed to promoting and enabling a positive culture where staff, students and visitors are confident to be their authentic selves. We focus on inclusion as a way to ensure equality of opportunity for all our people and to demonstrate our commitment to Equality, Diversity and Human Rights.

We promote applications from all sections of the community, regardless of background, belief or identity, recognising the benefits a diverse organisation can bring for our Union and our community.

## Person Requirements

### Essential Criteria

At least 12 months experience in advice work (paid or unpaid) demonstrating managing a case load, actively prioritising work, assessing risks, collaborating and communicating appropriately within deadlines.

Ability to demonstrate an in-depth understanding of at least one of the following areas of advice; housing; benefits; finance; consumer; legal.

An attention to detail to ensure that the advice given and case notes are always to a high standard.

Excellent written and verbal communication skills and an ability to empathise with and sensitively support all clients or liaise in a professional manner with external stakeholders

The ability to work flexibly as part of a team

Excellent Office 365 skills, including everyday use of Sharepoint and Teams

### Desirable Criteria

Experience of advising/coaching on personal finance and budgets

Possess a proactive approach - you are able to spot issues and work on fixing them without being asked.

The ability to develop and work to a project plan, ensuring targets are met and guidance is followed.

An understanding of the vision, values and service delivery of the Students' Union.