



Job Title:	Student Adviser
Effective Date:	1 st August 2024
Salary:	£29,500 FTE per annum pro rata (includes London weighting)
Report To:	Advocacy & Communications Manager
Responsible For:	Providing independent advice to students
Direct Reports	NA

Job Purpose:

- To deliver a high-quality professional advice service to students at London Metropolitan University
- To provide independent, confidential and impartial advice and representation that has a positive impact on the experience of students
- To ensure the advice service operates in line with best practice and that students and elected officers are well-informed on the issues affecting students
- To support the Advice Service Manager in identifying and reporting on issues affecting the wider student body, providing evidence-based support for the Students' Union's representative work

Main Duties and Responsibilities

Service Development

- Ensure up to date knowledge of legislation, policy and best practice in the advice sector to ensure that the service is relevant, and all advice is accurate and appropriate
- Ensure that all aspects of the advice service are accessible and inclusive so that all students can access and use the service regardless of their circumstances
- Support the Advice Service in developing and improving the advice service, ensuring that developments are responsive to feedback from service users and in line with the strategic aims and priorities of LondonMet SU
- Work with colleagues across the University to promote good practice and support the delivery of academic representation to reduce academic misconduct, improve the student experience and increase student retention
- Assist with the promotion of the advice service throughout the University and externally

Individual advice and representation

- Maintain a triage system that ensures members receive the right support at the right time and in the right format
- Conduct meetings with students and answer e-mail and telephone enquiries
- Accompany and represent students at hearings and meetings where required
- Signpost or refer students to alternative support and services where appropriate, including both University and non-University specialist services
- Manage own caseload, prioritising time and workload, accordingly, ensuring accurate, relevant, and confidential records are produced in a timely manner and maintained via the casework management system
- Maintain and develop resources and tools that inform and advise students on the issues that are likely to impact on their welfare and education whilst studying at London Metropolitan University
- Provide support to elected officers, student representatives and student-facing staff to enable them to signpost students appropriately
- Follow the policies, procedures and practices of the University and Students' Union and relevant legislation to ensure the accurate provision of advice
- Support the Advice Service to record outcomes and impact, collecting and collating data and case studies to demonstrate the effectiveness and impact of the Students' Union's activities
- Always act in a professional manner
- Demonstrate excellent attendance and punctuality
- Support students to prepare appeals, complaints, and statements in relation to university procedures, advising on appropriate evidence and providing feedback on drafts to the duties

Collective representation

- Support the Advice Service to identify, monitor, analyse and report on trends across the issues facing our students to ensure the advice service is well integrated with student voice and informs our evidence-based representative work
- Work with other colleagues within the Students' Union to ensure elected officers are well-informed on the issues affecting students, including the delivery of briefings, to ensure that they are briefed, prepared, and feel empowered to discuss issues facing students within the University and externally
- Work with elected officers to ensure that students remain up-to-date and informed on university policies, procedures, and regulations to reduce academic misconduct, improve student experience and increase retention
- Work together to support elected officers and Student Reps with their representative work
- Support other representative projects and initiatives as appropriate

Stakeholder relationships

- Develop and maintain relationships with colleagues throughout the Students' Union, University and other advice providers
- Work with relevant Students' Union and University departments to ensure elected officers, student-facing staff, and student staff signpost to the service appropriately and correctly

Finance and Compliance

- Ensure advice and representation activity is within agreed budgets and contribute to budget planning
- Adhere to all policies and procedures, and ensure all advice is fully compliant with Students' Union and relevant University policy and with legislation, including the Education Act, GDPR and health and safety

Miscellaneous/ Other Duties:

- Work across all sites as necessary
- Act as an ambassador for the Students' Union, promoting a positive image, in everything that you do
- Attend meetings and training events as required to aid Students' Union and personal development
- Undertake training and develop specialist knowledge in appropriate areas
- Review, plan and evaluate individual training needs, encouraging a learning and development culture
- Comply with and promote the environmental and sustainability policies and practices within the Students' Union
- Have a flexible approach to duties and work and adopt a teamwork style with all colleagues and activities. This may involve undertaking duties in support of the activities and services of other areas of the Students' Union
- Carry out all duties in accordance with Students' Union policies designed to protect members of staff or students from harassment. It is the duty of the post holder not to act in a prejudicial or discriminatory manner towards staff, students, visitors or members of the public. The post holder should also counteract such practice or behaviour by challenging or reporting it
- Take reasonable care of health and safety of self, other people and resources whilst at work to comply with the Students' Union and University Health and Safety Policies, Codes of Practice and local arrangements
- Cooperate with the line manager or any other person with specific responsibility for health and safety, to enable the Students' Union's and University's responsibilities under the Health and Safety at Work Act to be performed
- Demonstrate a commitment to working in a democratic environment

The duties described above are not an exhaustive list but are intended as being illustrative of the level and type of work required. The job holder may undertake other duties of a reasonable nature, as may be determined by the post holder's line manager from time to time, in consultation with the post holder. This job description does not constitute part of the contract of employment.

Review Clause:

This is a description of the job as it is presently constituted. It is the Students' Union's practice to periodically examine job descriptions and to update them to ensure that they accurately reflect the job that is required to be performed, or to incorporate proposed reasonable changes. This procedure is conducted jointly by each manager in consultation with the individual whose job description is being reviewed. All staff are expected to participate fully in such discussions. When a manager seeks to amend or vary the job description it will seek to do so with the agreement of the employee, considering any representations they may wish to make. Where agreement is not possible, the manager will confirm the changes to the job description to the employee in writing, together with the date from which the changes will take effect. The manager will provide an explanation as to why any representations have been unsuccessful, by whatever means are appropriate. Where changes are made to a job description, consideration will be given to whether the post should be subject to re-evaluation depending on the extent and scope of the changes.

Person Specification

Attributes	Relevant Criteria	How Identified	Rank
1. Relevant Experience	Experience of working in an advice-giving role	Application form and Interview	E (Essential)
	Communicating with a diverse range of people, both individuals and groups	Interview	E
	Experience of working with difficult or sensitive situations in a calm and professional way	Application form and Interview	D (Desirable)
2. Education and Training	Evidence of ongoing CPD	Application	D
3. General & Special Knowledge	Knowledge of the importance of keeping relevant, appropriate and confidential case records	Application form/ Interview/ Task	E
	Passionate about ensuring the provision of advice to students at London Met	Application form? Interview/ Tas	E
	Knowledge of issues affecting students in higher education	Application form/ Interview/ Task	D
4. Skills and Abilities	Demonstrate commitment to tasks set by the Advice Manager	Application form/ Interview/ Task	E
	Ability to keep up to date with changing policy, procedures, trends and best practice approaches	Application form/ Interview/ Task	E
	Able to demonstrate a commitment to improving the Advice Service, going the extra mile for both the service provided and students	Application form/ Interview/ Task	E
	Have an understanding and appreciation of diversity, showing a commitment to promoting inclusivity	Application form/ Interview/ Task	E
	Excellent attention to detail and the ability to follow instructions	Application form/ Interview/ Task	E
	Able to multitask, be flexible, stick to tight deadlines, whilst adjusting to last minute requests	Application form/ Interview/ Task	E

	Ability to use own initiative, as well as being an excellent team player	Application form/ Interview/ Task	E
	Excellent interpersonal skills and the ability to communicate effectively in a variety of ways and situations, including high quality writing skills	Application form/ Interview/ Task	E
	Ability to work and collaborate with a wide range of stakeholders at various levels and adapt tone and content to diverse audiences	Application form/ Interview/ Task	E
	Excellent time management skills including the ability to prioritise and manage a large caseload	Application form/ Interview/ Task	E
	Confident IT skills including using MS 365, MS Teams and other digital tools	Application form/ Interview/ Task	E

To be shortlisted you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications (long list) which meet all of the essential criteria, we will then use the desirable criteria to produce a shortlist.