

SENIOR ADVISER

REQ180068

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Department summary

The Student Advice & Support Service is part of the Department of Student Services, which also includes the English Language Support Service, Careers Network, the Counselling and Disability Service, and the Hall Wardens. The Medical Centre and the Centre for Faiths and Spirituality are affiliated to the Department.

The Student Advice & Support Service aims to engage proactively with both UK and international students at all stages of the student lifecycle, providing free, confidential and impartial advice on a wide range of issues related to their time at University, including housing, finance, immigration and other matters. The service is staffed by a very experienced and dedicated team and holds an Advice Quality Standard (AQS).

Job Description

Job Grade: Management & Specialist 6

Job Purpose:

- To provide free, confidential and impartial information and advice in a clear, accurate and relevant manner to students and prospective students of Loughborough University, in accordance with the Student Advice and Support Service Code of Practice.
- To be a part of the team of advisers but to supervise and support the work of the other advisers; ensuring consistent and high quality advice to clients, as and when required.
- To provide support and representation to students who may not be able to act for themselves.
- To be proactive in seeking out students to give pre-emptive advice on matters such as financial capability, housing and immigration.
- To contribute to the recruitment and retention of students, enhancing the student experience.
- To contribute positively to the promotion and development of the service as part of the SASS team

JOB DUTIES:

As the Senior Adviser:

- Supporting the SASS Manager in reviewing cases and files of the other team members, carrying out technical reviews of cases, and facilitating peer reviews or partnership working where appropriate; ensuring that the quality of advice given is of a high standard and consistent throughout the team.
- To deputise for the SASS Manager in their absence on all advice-related and operational matters.

As an adviser:

- To advise students about their rights and responsibilities in relation to a wide range of matters that may affect their time at University, such as immigration, finance, housing, consumer and/or other issues, via face to face meetings, telephone, email, social media and other technologies as required
- To proactively seek out students to give pre-emptive advice on matters such as financial capability, housing and immigration. This may include workshops, seminars, talks, Open Days, Visit Days and other events both on and off campus (this may require evening and weekend working, for which time off in lieu can be taken by agreement).
- To act as an advocate for students, when required, to help them secure their rights. This may include writing letters and emails, helping with application forms, making phone calls, negotiating with University Departments, and outside agencies, and possibly attending Court or Tribunals, at the discretion of the SASS Manager.
- To give information and advice to prospective students of Loughborough University and their parents/guardians.
- To assist the SASS Manager in maintaining and developing information leaflets, website content and proactive material for the service, and to contribute to the promotion of the service to students.
- To contribute new and innovative ways of disseminating information and advice, making optimum use of communication tools
- To assist the SASS Manager in promoting the service to stakeholders; making and maintaining connections within the University and with voluntary/statutory organisations and agencies.
- To share lead responsibility for designated areas of advice work, in line with the ever changing needs of the service. To advise colleagues in the wider University community on these specialist areas as required, and to participate in any relevant committees, panels or working groups as requested.
- To keep up to date with relevant legislation and information that might affect students and/or the University, sharing this knowledge with colleagues as appropriate. This may involve attending training and conferences away from the local area and outside normal working hours.
- To make relevant and accurate referrals to appropriate departments or organisations.
- To act as a representative of the SASS steering group as required
- To identify trends in student issues and work to address these trends on a local or national level as appropriate.
- To represent the service and the University at regional and/or national meetings of NASMA, UKCISA or other groups as required.
- To train and brief staff, students and other bodies where appropriate
- To keep accurate, up-to-date and confidential case records on paper and in an electronic database (currently AdvicePro), and to manage ongoing casework in compliance with legal requirements and SASS procedures.
- To maintain client confidentiality and to be non-judgemental and impartial when advising a client.
- To actively contribute to a cohesive and collaborative working culture within the team.
- Any other duties commensurate with the grade and nature of the post as directed by the SASS Manager.

Points To Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Special Conditions

Some flexibility will be required around working hours in order to meet the needs of the service. Some evening and weekend work may be required.

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

Organisational Responsibility

Reports to: SASS Manager

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

	Essential	Desirable	Stage to be assessed
Education & Qualifications	Degree level qualification or equivalent work experience		1
		Citizen's Advice Bureau Volunteer Training or equivalent Advice Qualification	1
		Qualification/training in supervision or management.	1
Experience	Significant experience of giving professional face-to-face, telephone and email advice in an advice service or similar setting		1, 3
	Experience of giving advice in at least three areas relevant to the service		1,2,3
	Significant experience of managing own caseload effectively, and of making independent decisions about complex cases		1, 2, 3
		Experience of providing advice to students within the HE sector.	1
		Experience of liaising with statutory agencies and building good working relationships with other organisations	1
		Experience of dealing with clients whose first language is not English.	1

Skills and Abilities	Knowledge of legislation relevant to areas covered by the service		1, 2, 3
	Ability to articulate and explain complex legislative or regulatory issues to a range of audiences, so that others can make informed decisions.		1, 2, 3
	Ability to ensure impartiality and confidentiality at all times.		1,3
	Ability to keep accurate client case notes in accordance with the services policies and procedures		1, 2
	Excellent IT skills, familiarity with Microsoft office packages and the ability to learn new software		1, 2
	Confidence to work on own initiative, with the ability to understand when issues need to be referred to SASS Manager and/or more specialist services		1,2,3
	Ability to work effectively under pressure and within time constraints		1, 2, 3
	Excellent organisational and time management skills, including the ability to prioritise work and ensure that deadlines are met		1, 2, 3
	Excellent interpersonal skills, including the ability to negotiate and advocate on behalf of others.		1, 3
	A proactive, analytical, problem-solving and holistic approach		1,2,3
	Excellent attention to detail in written and verbal communication		1,2,3
Excellent customer service skills.		1,2,3	

Other	Evidence of continuing professional development		1, 3
	A commitment to the University's Equal Opportunities Policy and an understanding of how it applies to own work area.		3
	A willingness to be flexible around working hours and during busy periods, including evening and weekend working.		3
		Ability to create and deliver presentations, workshops, training sessions and events using a variety of mediums.	1,2,3
		Awareness of good practice in advice services	3

Conditions of Service

The position is FULL TIME and OPEN-ENDED. Salary will be on Management and Specialist Grade 6, £29,799 - £38,833 per annum, at a starting salary to be confirmed on offer of appointment. Subject to annual pay award.

The appointment will be subject to the University's normal Terms and Conditions of Employment for Academic and Related staff/Operational and Administrative staff, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>.

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>)

In addition, the University is supportive, wherever possible, of flexible working arrangements. We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>

Informal Enquiries

Informal enquiries should be made to Gail Langton, SASS Manager, by email at G.J.Langton@lboro.ac.uk or by telephone on (01509) 223204.

Applications

The closing date for receipt of applications is **11 March 2018**