

Post:	Student Adviser (Maternity Cover)
Department:	Representation and Advice Department
Responsible to:	Representation and Advice Manager
Hours of Work:	35 hours per week, normally 9am to 5pm Monday to Friday. The post holder will at times be required to work flexibly to meet organisational need.
Pay:	AP3, £22,018 pro rata. Fixed Term appointment for Maternity Cover, anticipate 11 months.
Purpose:	The purpose of this post is to provide a non-judgemental confidential advisory and information service to all GCU students including co-ordinating the operation of the Wellbeing Volunteer Programme and Liberation Groups.

Job Description:

1. Information and Advisory service

- a) To provide advice and guidance to students on request on academic related matters (including mitigating circumstances, appeals, complaints, disciplinaries, plagiarism, Fitness to Practice), personal, financial, accommodation, employment or other matters, including being a University Harassment Contact.
- b) To undertake detailed casework within the Advice Centre. This will involve interviewing students, identifying their issues, suggesting options for possible resolution and supporting students in their chosen action through mediation, advocacy or referral, attending meetings where appropriate.
- c) To maintain and develop accurate and confidential records of casework and enquiries to enhance the Advice Centres work and enable accurate statistical analysis including collating monthly statistical information which will be included in the Trimester reports.
- d) To help maintain the advice and information resource base within the Advice Centre in order to support advisory functions, including appropriate leaflets and the website.
- e) To operate and promote the free condom service to students ensuring they are treated sensitively when accessing the service ensuring minimum embarrassment is caused.

- f) To ensure that Advice Centre is accessible to all members and presentable at all times.
- g) To liaise and network within the University and with external agencies. This may include attending meetings and disseminating appropriate information.
- h) If a student required specific counselling, referring students to the University Wellbeing Team for assistance or to relevant external services.
- i) To monitor national, regional and local developments on a range of matters pertaining to student advice and advocacy work.
- j) In the absence of the Representation and Advice Manager interview applicants for the emergency hardship fund and keep appropriate records.

2. Volunteers

- a) To be responsible for the operational management of the Wellbeing Volunteer Programme. This involves recruiting volunteers, organising and delivering training, managing rotas, and supporting volunteers.
- b) To be responsible for the operational management of the Liberation Officers and Groups. This involves recruiting Officers and volunteers, organising, delivering and supporting training and meetings, supporting the committee and supporting volunteers.

3. General

- a) As the post will require handling, processing and recording of restricted information, strict confidentiality is required to be maintained at all times.
- b) To be responsible for all administration required for the post including delivering and maintaining a database of student volunteers, participation, feedback and produce written and verbal reports as and when required.
- c) To generally support the programmes and projects run within the Representation and Advice Department and wider Students' Association projects such as elections, accreditations, community engagement and freshers.
- d) To deliver and develop targets outlined in the Strategic Plan.
- e) To fulfil any other reasonable duties in relation to your work as deemed necessary by the Representation and Advice Manager or Chief Executive.

- f) To update the Association website and GCU Learn, as and when necessary.
- g) To comply with the Health, Safety & Wellbeing Policy in relation to your own safety and that of any other employee, student or visitor.
- h) To adhere to all Students' Association policies including HR, Disciplinary, Health and Safety, Finance or with any other Students' Association Policy passed at Caledonian Student Voice.
- i) To attend any meetings as and when requested and produce reports as required.
- j) To work within the values of the organisation and respect the democratic structure and nature of the Students' Association.
- k) To portray the Students' Association in a positive, proactive and professional manner.
- l) To undertake personal and professional development activities as agreed by the Chief Executive.

Responsible to:

- The Representation and Advice Manager for HR and line management.
- The Executive Committee and Trustee Board for policy and strategy.

Person Specification: Student Adviser	E	D	Tested By
QUALIFICATIONS			
Good general education, typically to degree standard, including English at least to Standard Grade or equivalent	✓		AF
Qualification in representation, advocacy, counselling or advisory area		✓	AF
KNOWLEDGE AND EXPERIENCE			
Experience of delivering advice work, advocacy, support or wellbeing services	✓		AF/I
Experience in supporting individuals through active listening or counselling skills	✓		AF/I
Ability to develop appropriate, professional, supportive relationships with 'clients' whilst maintaining professional boundaries	✓		AF/I
Experience of working within detailed policies and procedures	✓		AF/I
Ability to develop relationship with a range of stakeholders	✓		AF/I
Knowledge of higher education		✓	AF/I
Knowledge of issues facing students	✓		AF/I
Experience of recruiting, managing or supervising volunteers and their work		✓	AF/I
Working in the not-for-profit sector		✓	AF
Devising, delivering and evaluation of training using contemporary training and development practices		✓	AF/I
Computer literate in Microsoft Office Suite (Outlook, Word, Powerpoint and Excel)	✓		AF
SKILLS AND ABILITIES			
Ability to work with minimum supervision in a busy environment to meet deadlines	✓		AF/I
Student (member, client or customer) focused	✓		AF/I
Excellent people skills	✓		AF/I
Ability to use your own initiative	✓		AF/I
Adaptable and flexible in modifying work in order to achieve the best results	✓		AF/I
Excellent verbal and written communications to a wide range of people	✓		AF/I
Pays attention to detail and produces work to a high standard	✓		AF/I
Understanding and commitment to equality and diversity	✓		AF/I
Desire to work within a democratic student led environment	✓		AF/I

AF Application Form
I Interview
T Test
E Evidence
P Presentation

June 2017