

Post:	Student Adviser
Department:	Representation and Advice Department
Responsible to:	Senior Student Adviser
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. This is a fixed term post until December 2022.
Pay:	AP3 (£24,461)
Purpose:	The purpose of this post is to provide a high quality provision in the Advice Centre through non-judgemental confidential advisory, support and information services to GCU students. This post holder will also be responsible for supporting the implementing of mental health and wellbeing initiatives.

Job Description:

1. Information and Advisory service

- a) To provide advice and guidance to GCU students on request on academic related matters (including but not limited to mitigating circumstances, appeals, complaints, disciplinaries, plagiarism, Fitness to Study and Fitness to Practice), personal, financial, accommodation, employment or other matters, including being a GCU Harassment Adviser and GCU First Responder.
- b) To undertake detailed casework within the Advice Centre. This will involve interviewing GCU 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 work with the Senior Student Adviser to maintain the advice and information resources within the Advice Centre, ensuring that the Advice Centre is accessible to all members and is presentable at all times.
- e) To operate and promote the free condom and sanitary product service and work with the Senior Student Adviser to interview applicants for the emergency hardship fund, keeping records of all use.
- f) To work with the Senior Student Adviser to promote the Advice Centre and its services to all GCU students and to develop its digital presence.

- g) To liaise, network and deliver partnership working within the University, other students' association and with external agencies and disseminating appropriate information.
- h) If a student required specific counselling or ongoing support, referring students to the GCU Wellbeing Services for assistance or to relevant external services.
- i) To maintain a working knowledge of policy developments and initiatives in relation to students' health and wellbeing in Higher Education.
- j) To support the Senior Student Adviser, as required, in the annual cycle of activity to promote positive mental health and wellbeing of students, including during Freshers Week.
- k) To support the Senior Student Adviser, as required, to implement mental health and wellbeing initiatives for members.
- l) When required, to assist in all aspects of organisational governance, specially supporting Student Voice Sub Committees through arranging meetings, setting and distributing agendas and paperwork and recording minutes.

2. 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.
- c) To deliver and develop targets outlined in the Strategic Plan.
- d) To support programmes and projects run within the Students' Association such as Full Time Officer induction, elections, accreditations, community engagement, annual award and recognition events and volunteer training.
- e) To fulfil any other reasonable duties in relation to your work as deemed necessary by the Senior Student Adviser or the Chief Executive.
- f) To update the Association website and GCU Learn, as and when necessary.
- g) To comply with the Health and Safety Policy in relation to your own safety and that of any other employee, student or visitor. This includes responsibilities as a Fire Warden and Risk Assessor.
- h) To adhere to all Students' Association rules and 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 Senior Student Adviser for HR and line management.
- The Executive Committee and Trustee Board for policy and strategy.

October 2021

Glasgow Caledonian University Students' Association is a registered Scottish Charity, SC022887.

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/ E
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 relationships with a range of stakeholders	✓		AF/I
Knowledge of higher education		✓	AF/I
Knowledge of issues facing students, particularly mental health and wellbeing	✓		AF/I
Experience of recruiting, managing or supervising volunteers or paid staff and their work		✓	AF/I
Working in the not-for-profit sector		✓	AF
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