

<b>Post:</b>	Student Adviser (Maternity Cover)
<b>Department:</b>	Representation and Advice Department
<b>Responsible to:</b>	Senior Student Adviser
<b>Hours of Work:</b>	35 hours per week, normally 9am to 5pm, Monday to Friday. You may choose to opt into the Flexi-Time Policy and work from home at least one day per week.  The post holder will at times be required to work flexibly to meet organisational need.
<b>Pay:</b>	AP3 (£28,778)
<b>Contract Type:</b>	This is a fixed term contract until 28 <sup>th</sup> May 2027.
<b>Based:</b>	Glasgow Campus
<b>Purpose:</b>	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, support Representation Network Officers and in the delivery 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 and non-academic related matters.
- 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 on AdvicePro to enhance the Advice Centres work and enable accurate statistical analysis.
- 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 always presentable.
- 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, to implement mental health and wellbeing initiatives for members.
- k) To support, as required, with the induction and ongoing support of the Representation Network Officers.

- l) When required, to manage the Student Pantry Worker and the operation of the Winter Warmer programme.
- m) When required, to assist in all aspects of organisational governance, specifically 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 deliver and develop targets outlined in the Strategic Plan.
- c) To fulfil any other reasonable duties in relation to your work as deemed necessary by the Senior Student Adviser or Chief Executive.
- d) To support programmes and projects within the Students' Association such as elections, accreditations, community engagement, annual award and recognition events, Full Time Officer induction, volunteer training and freshers.
- e) To update the Association website and GCU Learn as and when necessary.
- f) To manage budgets, as and when required.
- 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 Risk Assessor.
- 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 Senior Student Adviser for HR and line management.
- The Executive Committee and Trustee Board for policy and strategy.

June 2026

GCU Students' Association is a registered Scottish charity, number SC022887

<b>Person Specification: Student Adviser</b>	<b>E</b>	<b>D</b>	<b>Tested By</b>
<b>QUALIFICATIONS</b>			
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
<b>KNOWLEDGE AND EXPERIENCE</b>			
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 supporting volunteers or paid staff and their work		✓	AF/I
Working in the not-for-profit sector		✓	AF
Computer literate in Microsoft Office Suite (Outlook, Word, Powerpoint and Excel)	✓		AF
<b>SKILLS AND ABILITIES</b>			
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