

# Role Descriptor

<b>Role Title:</b>	Student Advisor London (STU24-039)
<b>School/Service:</b>	Student Life
<b>Normal Workbase:</b>	Your normal place of work is the London Campus, but you will be required to work or be based at any premises the University occupies or any other reasonable location where the University is undertaking its business.
<b>Grade:</b>	6
<b>Role Family:</b>	Technical Expert
<b>Reporting To:</b>	Student Advice Team Manager/ Head of Operations London
<b>Responsible For:</b>	None

## Summary of the Role

This role will provide specialised support across three areas: inclusion advice, visa advice and guidance for international students, as well as general advice on University processes and hardship funds. The post holder will manage individual student cases, ensure effective policy implementation, and act as an advocate for students alongside maintaining accurate records, preparing reports, and collaborating with various departments to enhance student support and service delivery.

## Key Accountabilities

1. Offer specialist advice and guidance to all students on a range of topics, with a specialism in inclusion.
2. Manage individual student cases related to a specialism, including assessing needs, providing tailored advice, and coordinating with other University departments to implement appropriate support and adjustments and to assess and award money to students from the University hardship funds.
3. Ensure that University policies and procedures related to the relevant specialisms are effectively communicated and implemented, providing input on policy development and improvement based on student feedback and case outcomes.
4. Act as an advocate for students within the relevant specialism, helping them to navigate University systems, access necessary resources, and resolve issues in order to make informed decisions about their academic and personal circumstances.
5. Maintain accurate and confidential records of student interactions and cases and prepare reports on trends, challenges, and outcomes related to the relevant specialism to inform University policies and practices.

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6. Work closely with other University departments, external agencies, and support services to ensure a cohesive approach to student support and awareness-raising through participation in outreach activities, workshops, and training sessions.

## Role Dimensions

### Qualifications

To be successful in this role you will need to hold the following qualification requirements:

- Educated to degree level or equivalent professional qualification or experience

### Experience and Knowledge Requirements

To be successful in this role you will need to demonstrate

- Experience and in-depth knowledge of Disabled Students Allowances, SFE funding for students' additional needs.
- Knowledge of the provision of specialist study skills for students with specific learning difficulties
- Experience of working with disabled people in a professional or voluntary capacity within Higher or Further Education
- Experience of providing information and guidance on Money matters, Break in Studies, Exceptional Circumstances and general regulations.
- Evidence of an understanding and appreciation of the support needs of students from diverse backgrounds, cultural differences and the ability to relate well to all students.
- Evidence of delivering an effective customer centred service, with a focus on delivering exceptional customer service to stakeholders.
- Demonstrable understanding of the Equality Act and the implications for students with mental health issues

### Core Competencies

As a University we have aligned success, in all roles, to the demonstration of all ten Behavioural Competencies that bring our Values to life. Demonstrating these Behaviours is a critical part of a successful career at the University of Staffordshire. Whilst you are expected to demonstrate all ten behaviours, five core behaviours have been identified as essential for success in the Technical Expert role family as follows:

#### Self-Aware and Never Stops Learning

Invests time in their own development - seeks feedback and works to role model the University values. Holds their hands up to mistakes and learns from them. Is genuine and straightforward in their dealings with others. Demonstrates tact and diplomacy in difficult situations, reflecting on the learning in every situation, good and bad.

#### Service Excellence

Understands their internal and external customers and their wants and needs. Works consistently to deliver a service that exceeds customer expectations. Takes pride in delivering service excellence.

#### Personal Credibility

Takes pride in doing a great job. Demonstrates energy and commitment in all aspects of the role. Focuses on the things that make the biggest difference to the University, the team and the department.

#### Leadership

Demonstrates leadership of self or self and others if in a management role. Takes responsibility for own actions and where in a manager/leader role, the actions of their team. Demonstrates the University values consistently in the way they work. Inspires others by their actions.

**Digital**

Demonstrates a positive approach to working with University systems, software and technology. In an ever-changing environment seeks out opportunities to embrace change using digital skills, software, and technology to improve processes and drive behavioral and organizational change.

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## University Responsibilities

The weekly hours and days of work are outlined in the contract of employment. However, the nature of university business may require the post-holder to occasionally work outside core hours at evenings and weekends to ensure continued delivery of an excellent student and customer experience.

All staff are responsible for looking after their own health, safety and wellbeing and that of others who may be affected by their acts or omissions.

All staff are required to minimise environmental impact in the performance of their role and to actively contribute to the delivery of the University's Environmental Sustainability Policy.

## Variation to Role Descriptor

The role descriptor summarises the main duties and accountabilities of the post and is not comprehensive: the post-holder may be required to undertake other duties of similar level and responsibility. The University reserves the right to vary the duties and responsibilities set out within this role descriptor.