UNIVERSITY OF SUSSEX

1 Advertisement

Post Title: Student Life Advisor
School/department: Division of Student Experience, Student Life Centre
Hours: 1 FTE (flexibility as to how these hours are worked subject to business need)
Contract: permanent
Reference: 2647
Salary: starting at £30,046 and rising to £33,797 per annum, pro rata
Placed on: ASAP
Closing date: 5th December 2019. Applications must be received by midnight of the closing date.
Expected Interview date: 17th December 2019.
Expected start date: As soon as possible

The Student Life Centre is looking to recruit one full-time and one part-time Student Life Advisor to join a well-established and experienced team.

We are seeking an experienced advice professional with excellent communication skills, who is deeply committed to working with students to actively promote wellbeing, equality of opportunity and support diversity.

You will have significant experience of delivering information, advice and guidance in a professional capacity and a good knowledge of the education sector. You will be confident working with crisis and complex and sensitive issues. You will need to be passionate about helping others develop life skills, confidence and insight.

For this role it is vital that you are a committed team player who can consistently exercise empathy, kindness and good judgement in all your dealings with others. You will work to follow procedures and care pathways and undertake liaison with other University departments to ensure students' support needs are appropriately addressed.

As an equal opportunities employer, we welcome applications from all suitably qualified persons, however, as Student Services currently has an under-representation of BAME and LBGTQ staff we would particularly welcome applications from people who are members of these groups. All appointments will be made on merit.

For full details please see the Person Specification and Job Description.

For an informal conversation about this role, please contact Rachel Leah Gould on 01273 678423

For full details and how to apply see our vacancies page
The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.

2. The Division

Student Experience

The Student Experience Directorate provides a range of administrative, academic and support services focussed on improving the student experience, both directly to students and also to colleagues in Schools and Departments.

Key services

- Careers and Employability Centre
- Chaplaincy
- Counselling, Health and Wellbeing
- International Student Support
- Student Life Centre
- Student Support Unit
- Sussex Regional ACCESS Centre
- Student progress and administration
- Technology and enhanced learning
- Registration, assessment, compliance
- Academic quality
- Student experience

The Student Life Centre – STUDENT EXPERIENCE

The Student Life Centre team is dedicated to delivering an accessible and responsive guidance, information and advice service. It is a professional, holistic and helpful service providing information and support to help students pre-empt and manage difficulties.

3. Job Description

Job Description for the post of: Student Life Advisor

Department
Student Life Team

Section / Unit /
Student Support and Experience
School
Location
Student Life Centre

Grade
6

Responsible to
Head of the Student Life Team
Purpose of the post:

Student Life Advisors provide information and advice to Sussex students. The role helps students gain the best university experience they can, by supporting their personal development and ensuring that if they run into problems they receive appropriate guidance and support. Student Life Advisors undertake a wide variety of activities as part of their role, working closely with other units within the University including Schools of study to help ensure the University provides a holistic, comprehensive and supportive approach to all aspects of student life.

Key relationships:

Head of the Student Life Team, Student Life Administration Team, Student Funding Team, School staff, colleagues in specialist student support services, Student progress and Assessment Office, the Student Union, Housing services, and Student Accounts.

Key Responsibilities:

1. Provide appropriate information, advice, and guidance to students on a range of presenting issues. These might include study-related queries (such as intermission, Exceptional Circumstances, transfers and appeals), financial issues, health-related problems and welfare or personal concerns and crises. Such support information and advice to be delivered via: 1:1 appointments, drop-in sessions, phone, and email contacts

2. To make appropriate referrals to services within the University and also to specialist sources of information and services external to the University (e.g. in relation to financial advice and advocacy, housing, serious debt or welfare crises)

3. To contribute to the development of support mechanisms for individual and student groups using creative, appropriate solution-focused approaches

4. To advise students on issues relating specifically to: budgeting, fees, funding, sources of discretionary financial support, and to assist them in making fund applications, as necessary. To assist with the administration of discretionary financial support, including emergency loans and Hardship Fund applications

5. To take the lead in working with named Schools to assist with the process of monitoring and following-up issues with student engagement and progress

6. To maintain accurate, confidential, records of student contacts, and collect data relating to them, as required and as directed by the Head of the Student Life Team

7. To represent the Student Life Team at meetings and events and to participate in Student Induction and Orientation activities, Open Days and
Admissions Days as required and as directed by the Head of the Student Life Team

8. To maintain up to date knowledge of relevant legislation, policies, regulations, and practice relevant to the post, and to undertake research, training and communication to support the development of appropriate specialisms and take a proactive approach to sharing this knowledge with colleagues within the SLC

9. To provide support to the Administrative Team in the delivery of a polite, caring and efficient Information Desk service and to ensure enquiries reach resolution

10. To work with colleagues across the University to deliver outreach to promote work of the SLC and any other relevant university initiatives

11. To assist with the production of publicity and web-based information, on behalf of the Student Life Team as required and as agreed with the Head of the Student Life Team

12. To work collaboratively with colleagues to meet Student Life Team goals and help develop proactive approaches to supporting students through the Student Life Centre services

This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed.

5. **Person Specification**

*Person Specification for the post of Student Life Advisor*

**SKILLS / ABILITIES**

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<th>Desirable</th>
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- Excellent communication skills, both spoken and written and the ability to apply these consistently in a range of different contexts
- Tact and discretion: ability to adhere to confidentiality within ethical boundaries at all times
- Ability to manage competing demands and consistently demonstrate sound judgement when prioritising workloads
- High level interpersonal skills including well attuned, expert listening and advice giving skills

**KNOWLEDGE**

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- A good understanding of the Equality Act 2010 and GDPR and its implications within higher education
An understanding of the support requirements for students experiencing challenging personal circumstances | X |

Good knowledge of issues relating to the student experience within higher education and relevant policies, processes and services | X |

**EXPERIENCE**  

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<tr>
<td>Experience of working in a professional capacity to assess risk and support people who are experiencing acute distress</td>
<td>X</td>
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<td>Experience of team work in post-16 education</td>
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<td>Experience of developing and delivering projects with significant scope and impact</td>
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<td>Experience of working with students in higher education</td>
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<td>Experience of undertaking recent professional development in a subject relevant to IAG</td>
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<td>Experience of using care pathways such as suicide interventions and assessing risk and individual needs for people in severe distress</td>
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**QUALIFICATIONS**  

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<td>Educated to degree or equivalent or to have extensive relevant work experience</td>
<td>X</td>
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<td>Relevant Professional training/qualification (eg. Youth Work, Social Work, Counselling, IAG qualification).</td>
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**PERSONAL ATTRIBUTES AND CIRCUMSTANCES**  

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<td>Commitment to collaborative cross-team working and dedication to working to support colleagues</td>
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<td>Willingness to work outside of office hours to support Open Days etc.</td>
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<td>Demonstrable personal commitment to supporting widening participation and championing equalities issues</td>
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