



1 Advertisement

Post Title: Student Advisor

School/department: Student Experience, Student Advice and Guidance

Hours: Full time or part time hours considered up to 1FTE. Requests for flexible working options will be considered (subject to business need).

Contract: Permanent

Reference: 8483

Salary: Starting at £34,304 to £40,927 per annum

Placed on: 06 May 2022

Closing date: 20 May 2022. Applications must be received by midnight of the closing date.

Expected Interview date: to be confirmed

Expected start date: As soon as possible

The University of Sussex is looking to appoint an excellent communicator with exceptional interpersonal skills and a good knowledge of internal and external support services to join the Advice and Guidance team as a Student Advisor.

The teams within this important area work with students holistically, understanding their needs, facilitating decision making, and, with much skill, triage and collaborate with services across the whole division of the Student Experience and beyond to ensure students go forward with the right support.

The post holder will therefore play a key role in supporting the student experience at Sussex by providing information, advice and guidance on a wide range of issues to students seeking help.

Candidates must have an appreciation of complexity, proven commitment to supporting diversity and an appetite for team work and supporting others.

As an equal opportunities employer, we welcome applications from all suitably qualified persons, however, as Student Services currently has an underrepresentation of BAME and LGBTQ staff we would particularly welcome applications from people who are members of these groups.

Key Working relationships: Academic staff; University of Sussex Students' Union (USSU) and other Professional Services including Housing services, Finance .External agencies, including:the Health Centre,local health and social care providers, and national charities.

For full details and how to apply see our [vacancies page](#)

2. The School / Division

Please find further information regarding the school/division at

<https://www.sussex.ac.uk/about/strategy-and-funding>

<http://www.sussex.ac.uk/schoolsandservices/professionalservices/student-experience>

<https://www.sussex.ac.uk/study/terms-and-conditions/access-agreements>

Purpose of the post:

Provide reactive and proactive information, advice and guidance to Sussex students supporting them to gain the best university experience they can. Empower students to understand and find information that will support aspects of their journey and help to facilitate decision making. Work closely and collaboratively with all areas of the division whilst build strong relationships beyond the division and University. Work with schools of study to help ensure the University provides clear advice, guidance and therefore a holistic, comprehensive and supportive approach to all aspects of the student experience

Key Responsibilities

- 1. Provide appropriate and often complex information, advice, and guidance to students on a range of presenting issues using an in depth knowledge on a range of areas, protocols, legislation, procedures and policies.**
- 2. To build, seek, develop and maintain relationships with key referral and signposting services both internally and externally, fully participating in decision making regarding specific cases and taking the lead where appropriate on communicating the solution and working with the student to enact.**
- 3. To proactively lead and / or contribute to the development of information, advice and guidance mechanisms and solutions for individual and student groups using creative, appropriate solution-focused approaches**
- 4. 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**
- 5. Work with colleagues across the University to promote the work of the service ensuring that staff and students have a full understanding of the provision. Participate in key university initiatives**

Key Responsibilities and Duties

- 1. Provide appropriate and often complex information, advice, and guidance to students on a range of presenting issues using an in depth knowledge on a range of areas, protocols, legislation, procedures and policies.**

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 this knowledge and take a proactive approach to sharing this knowledge with colleagues within and outside of the area and division.

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 create and maintain timely, accurate, confidential, records of student contacts, case notes and actions and collect data relating to them as part of report writing and data analysis for the service

To organise and prioritise a client caseload; to routinely monitor and review casework, taking into account any urgent action required and to take responsibility for deciding when to invoke peer or management supervision

- 2. To build, seek, develop and maintain relationships with key referral and signposting services both internally and externally, fully participating in decision making regarding specific cases and taking the lead where appropriate on communicating the solution and working with the student to enact.**

To take the lead (where appropriate) and work collaboratively with various services, areas and partners to help ensure that a flexible service that meets the needs of various student groups is offered including: widening participation students, care-experienced and estranged students, under 18 year olds, students from partner institutions and part-time students.

Work proactively with services areas where needed regarding cases, providing insight into procedure and legislation as well as holistic guidance regarding a student and taking steps (including the breach of confidentiality where risk is determined to be high) to resolve challenges and complex cases

Chairing case meetings and fitness to study panels if needed and as appropriate

- 3. To proactively lead and / or contribute to the development of information, advice and guidance mechanisms and solutions for individual and student groups using creative, appropriate solution-focused approaches**

To pro-actively contribute to the design and implementation of protocols for information and advice giving and to assist with the management of up-to-date publicity and critical spaces where information is held

Review and continuously improve using student feedback, the mechanisms used for seeking advice and guidance, making change and adjustments where needed whilst ensuring students have clear and easy routes to find the information they need so that they can develop their independence

- 4. 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**

Work with a named school, ensuring that students who may need advice, guidance and support are engaged with the service and are provided with the information that they need

Develop and maintain an understanding of the key concerns and challenges in the school and seek trends and data patterns that may inform and result in some proactive and preventative work for cohorts around particular aspects of the student experience. Share these findings with other appropriate services for collaborative responses.

- 5. Work with colleagues across the University to promote the work of the service ensuring that staff and students have a full understanding of the provision. Participate in key university initiatives**

Represent Advice and Guidance at meetings and events and to participate in Student Induction and Orientation activities

Contribute to the design and delivery of training / workshops for students and staff on areas of frequent concern or enquiry and using data and trends understand what could be offered proactively to address challenges before a more reactive response is needed.

Additional reasonable duties as required in line with the grade of the post

Occasional evening and weekend work will be required

Person Specification

SKILLS / ABILITIES

	Essential	Desirable
Excellent communication skills, both spoken and written and the ability to apply these consistently in a range of different contexts	X	
Good up to date and all round information technology competences	X	
Able to maintain tact and discretion and adhere to confidentiality within ethical boundaries	X	
Ability to handle difficult conversations and maintain objectives and clear professional boundaries at all times	X	
Ability to manage competing demands and consistently demonstrate sound judgement when prioritising workloads	X	
Competence in accurate record keeping and report writing	X	
High level interpersonal skills including well attuned, expert listening and advice giving skills	X	

KNOWLEDGE

	Essential	Desirable
A good understanding of the Equality Act 2010 and its implications for this work within higher education.	X	
An understanding of the support requirements that students experiencing various challenging personal circumstances may have	X	
Good knowledge of issues relating to the student experience within higher education and policies and processes relevant to this.	X	
Appreciation of challenges and issues students face across disciplines and at various levels of study		X
Extensive knowledge of internal and external specialist advice and support services	X	

EXPERIENCE

	Essential	Desirable
Experience of working in a professional capacity to assist people who are experiencing challenging personal circumstances	X	
Experience of undertaking recent professional development in a subject relevant to IAG	X	
Experience of working in post-16 education	X	
Experience of innovation in contributing to the development of advice provision		X
Significant experience of working within the Equality Act 2010	X	
Experience of assessing risk and individual needs for people in distress	X	
Experience of participation in peer support networks and reflective practice		X
Experience of undertaking the independent development and delivery of information sessions eg. induction		X

Experience of working with students in higher education		X
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QUALIFICATIONS

	Essential	Desirable
Educated to degree or equivalent or to have extensive relevant work experience		X
Relevant Professional training/qualification (eg. Youth Work, Social Work, Counselling, IAG qualification).	X	

PERSONAL ATTRIBUTES AND CIRCUMSTANCES

	Essential	Desirable
Ability to initiate, plan and work independently as well as in a team	X	
Commitment to collaborative working across professional boundaries	X	
Ability to empathise with others	X	
Demonstrable personal commitment to supporting widening participation and championing equalities issues	X	

Date: December 2021

