

1 Advertisement

Post Title: Student Adviser x2

School/department: Brighton and Sussex Medical School

Hours: 2 x Part time considered up to a maximum of 0.7 FTE. Requests for flexible working options will be considered (subject to business need).

Contract: permanent

Reference: 8327/8328

Salary: starting at £34,304 to £40,927 per annum, pro rata

Placed on: 06 May 2022

Closing date: 31 May 2022 Applications must be received by midnight of the closing date.

Expected Interview date: TBC

Expected start date: TBC

Brighton and Sussex Medical School (BSMS) is seeking an experienced Student Adviser to join its student advice team. The main purpose of the post will be to offer advice and guidance to undergraduate and postgraduate students throughout their degree journey.

The post involves:

- Providing initial advice to students experiencing personal, health-related, financial, social or academic difficulties and referring them when appropriate to the relevant staff / services within the Universities and/or their NHS partners.
- Developing, implementing and managing administrative systems to support students throughout their time at BSMS.
- Anticipating and responding to the information needs of students from pre-arrival through to graduation or further postgraduate study.
- Providing administrative support, training and advice to staff on student advice systems.

BSMS is undergoing a period of growth in student numbers and this post is vital for supporting the student experience. Resilience and excellent customer care credentials are essential. We aim to be an equal opportunities employer and welcome applications from all sections of the community.

Please contact Darren Beaney, d.beaney@bsms.ac.uk for informal enquiries.

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

www.brighton.ac.uk/jobs www.bsms.ac.uk

The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.

2. The School / Division

Please find further information regarding the school/division at <https://www.bsms.ac.uk/undergraduate/supporting-your-learning/index.aspx>

3. Job Description

Job Description for the post of: Student Adviser

Department: Professional Services

Section/Unit/School: BSMS Student Advice

Location: Various - Audrey Emerton Building (Royal Sussex County Hospital), University of Brighton (Falmer campus) and University of Sussex

Grade: 7

Responsible to: Head of Admissions and Student Welfare

Responsible for: N/A

This is one of several posts in the Medical School's administrative team responsible for providing advice to students and for developing and maintaining administrative systems, information and communications to guide students' learning and through university life. It is expected that each of the post-holders will be familiar with the responsibilities of the others in the team and provide cover for one another and work at other BSMS sites as and when required.

The post-holder will be responsible to the Head of Admissions and Student Welfare but will work closely with senior members of BSMS faculty, in particular the Director and Deputy Director of Student Support, and with appropriate colleagues in other administrative and academic units in both universities and in NHS partner institutions

4. Person Specification

1. Providing initial advice to students experiencing personal, health-related, financial, social or academic difficulties and referring them when appropriate to the relevant staff / services within the Universities and/or their NHS partners.
2. Developing, implementing and managing administrative systems to support students throughout their time at BSMS.
3. Anticipating and responding to the information needs of students from pre-arrival through to graduation and postgraduate study.
4. Providing administrative support, training and advice to staff on student support systems.
5. To undertake such other duties consonant with the grade as determined by the Head of Admissions and Student Welfare and the Director of Student Support.

1 Providing initial advice to students experiencing personal, health-related, financial, social or academic difficulties and referring them when appropriate to the relevant staff /

services within the Universities and/or their NHS partners.

- 1.1 Such information and advice to be delivered via: pre-booked MS Teams meetings, 1:1 appointments, drop-in sessions, phone, email contacts, and occasional visits to regional centres.
- 1.2 Health-related: referring students for appropriate professional advice and advising students on the regulations regarding absences, late submission of work and intermission of study.
- 1.3 Personal: providing initial advice to students experiencing relational, domestic and personal difficulties such as isolation, loneliness, poor motivation, trauma and bereavement; referring students to specialist sources of information and services external to the University.
- 1.4 Study-related: providing advice on the regulations and procedures concerning appeals, complaints, plagiarism and collusion, misconduct, fitness to practise, intermission of study and requests to change personal tutors. Accompanying students to meetings with School/University staff or committees, where occasion requires.
- 1.5 Financial: signposting sources of support on issues relating specifically to budgeting, fees, funding, sources of discretionary financial support (including University and NHS provision); and to assist students in making fund applications.
- 1.6 Assisting in preparing and presenting evidence of additional considerations in respect of late or non-submission of work, non-attendance or poor academic performance.
- 1.7 Maintaining accurate records for each student who uses the service to enable hand-off between members of the student support team

2 Developing, implementing and managing administrative systems to advise students throughout their time at BSMS.

- 2.1 Receiving and processing reports on students' absence and contacting students who have significant absences to establish whether there is an underlying cause requiring support;
- 2.2 Assisting with the process of monitoring and following-up issues with student engagement and progress
- 2.3 Assisting with the process of monitoring and following-up issues with student engagement and progress
- 2.4 Maintaining accurate, confidential records of student contacts, and collecting and providing data relating to them, as required.
- 2.5 Liaising with the external Occupation Health Service and University support services (eg. Disability & Dyslexia Team, financial advisors, housing offices, counselling services) about relevant student welfare matters, and ensuring provision anticipates and meets students' interests

3. Anticipating and responding to the information needs of students from pre-arrival through to graduation and further postgraduate study.

- 3.1 Engage with BSMS student reps and work closely with other BSMS Student Advisers to create relevant projects and group advice sessions that meet immediate and ongoing needs of BSMS students.
- 3.2 Keeping under review guidance to students on various aspects of the advice service
- 3.3 Recommending, developing and implementing new publicity, web-based resources and talks/sessions to engage students with support matters, in collaboration with colleagues.
- 3.4 Provision of up-to-date information and copy for prospectuses and website regarding student housing options, support services and financial advice
- 3.5 Assisting with induction preparations and student information, including provision of pre-arrival advice (via School publications, social media and individual queries) and delivery of induction talks on support services
- 3.6 Assisting with transfer of information
- 3.7 Representing Student Advice at meetings and events and to participate in Student Induction and Orientation activities, Open Days and Admissions Days

4. Providing administrative support, training and advice to staff on student advice systems.

- 4.1 Liaising with academic staff in respect of students' welfare and academic progress, monitoring and advising students at risk of failure including identification of obstacles to learning and providing advice in respect of support with personal or health difficulties
- 4.2 Maintaining up to date knowledge of relevant legislation, policies, regulations, and practice relevant to the post, and to take a proactive approach to sharing this knowledge with colleagues with the school
- 4.3 Contributing to the regular training courses for teaching staff by providing briefings on the BSMS student support structure and function

5. To undertake such other duties consonant with the grade as determined by the Head of Admissions and Student Welfare and the Director of Student Support.

SKILLS / ABILITIES	Essential	Desirable
Strong oral and written communication skills, and interpersonal skills including ability to explain complex concepts clearly, logically and succinctly, orally and in writing;	X	

Excellent ICT skills, including a good working knowledge of word-processing, spreadsheets, databases, internet and email	X	
Excellent inter-personal and communication skills specifically excellent and active listening skills;	X	
Problem-solving skills and the ability to use initiative and to work with minimum supervision.	X	
Experience in supporting/advising people and dealing with a range of different situations	X	
Ability to deal confidently with a diverse range of people and situations, and credibility with senior management.	X	
Experience of planning and facilitating group advice and guidance (or teaching) sessions		X

KNOWLEDGE		
Knowledge of an understanding of the elements of effective teaching and learning (for example through engagement in some form of counselling, tutoring or training.)	X	
Knowledge of current health & safety issues	X	
Awareness of current issues in Higher Education, and the capability quickly to acquire knowledge of University policies, procedures and systems.	X	

EXPERIENCE		
Experience of developing new systems and procedures	X	
appreciates and is sensitive to the problems faced by students;	X	
Able to work with students who may be in distress or difficulty and to respect confidentiality where appropriate;	X	
Experience in dealing with crisis situations such as suicidal ideation.	X	
Experience in keeping accurate student support records such as the student information desk.	X	
Experience of dealing with issues of professionalism and fitness to practise.		X
Experience of university regulations	X	
Experience of line management	X	

QUALIFICATIONS		
Good honours degree or a relevant professional experience	X	
Counselling qualification or workplace experience		X

PERSONAL ATTRIBUTES AND CIRCUMSTANCES		
The ability to prioritise and meet tight deadlines.	X	
A willingness to work under pressure and with flexibility	X	

Being comfortable working both as part of a team, and independently.	X	
Ability to set boundaries for oneself and for individual students.	X	