



CHESTER
STUDENTS'
UNION

Student Advisor Role

March 2021

Student Advisor Role

Thank you for your interest in our Student Advisor role at Chester Students' Union.

Our new Student Advisor is vital to ensuring our advice and support provision meets the needs of our students. We offer independent advice and advocacy on academic matters as well as budgeting and housing advice and a Hate Crime reporting centre. The post holder will deliver non-judgemental advice on a range of topics and support elected officers in their advice related campaigns and events. Additionally, our advice team run a number of positive intervention campaigns and initiatives throughout the academic year of which you will have the opportunity to lead on some of our priority areas.

The successful candidate will be joining an organisation that was recently shortlisted for 'Students' Union of the Year' in the Educate North Awards. We are also finalising work on our ambitious new strategic plan which will ensure that our members 'love their student life.'

Chester Students' Union is an independent, membership charity that runs in addition to an advice service, a range of social opportunities through student led societies and activities throughout the year and a representation system that ensures the student voice is amplified.

You can read more about our advice service we offer and the organisation on our website at <https://www.chestersu.com/advice>

If you would like to have an informal discussion about the role then please contact our team at CSU@chester.ac.uk to arrange a call with Annie Godolphin, Deputy Chief Executive.

Timescale

- Application Deadline: Close of 4th April
- Applicants invited to interview: 8th April
- Interview date (via Microsoft Teams): 12th and 13th April
- Start date: As soon as possible

Job Description

Job Title:	Student Advisor
Responsible to:	Deputy Chief Executive
Responsible for:	Student Staff (ad hoc)
Role purpose:	To deliver a high-quality advice and advocacy service to students, lead on designated advice related campaigns and support wider organisation initiatives that support our members to love their student life.
Place of work:	There will be an expectation to travel to University of Chester sites across Chester, Warrington and Shrewsbury as required, but we are happy to discuss flexibility around primary location
Hours:	15 hours per week, although we are open to discussing alternative arrangements with the right candidate
Salary:	£22,056 - £24,034 per annum pro-rata
Key Relationships:	Elected Officers, Student Volunteers, CSU Staff, University of Chester staff, National Union of Students (NUS)

Key Responsibilities

- Provide advice and advocacy support to students on academic, housing and financial issues and when appropriate signpost them to external services
- Support elected officers in their priority advice related campaigns
- Coordinate various advice related information and change campaigns and projects involving student volunteers as directed

Advice & Policy

- Provide high quality, independent advice and advocacy to students
- Ensure that any and all student issues brought to you in the service are signposted appropriately according to the best source of advice and support
- Facilitate and lead advice campaigns ensuring there are clear and measurable objectives linked back to the CSU Operating Plan
- Support and advocate for students within any academic hearings
- Provide support to colleagues also delivering advice, delivering information on key topics, participating in peer review and sharing good practice
- Maintain knowledge of HE policy, university policies and identify trends in advice cases advising elected officers and colleagues of local social policy and patterns that impacts our members
- Support the recording of engagement data with our advice service demonstrating value added through the service to students' lives
- Follow and provide feedback on Advice Centre policies and procedures ensuring these compliment organisational wide policies
- Liaise with relevant University and third party advice and support services as appropriate with particular collaboration around mental health and wellbeing

- Contribute to the maintaining and updating of our website advice pages and online advice service to support the organisation to provide an excellent advice service digitally
- Coordinating advice related projects with student volunteers as directed
- To undertake advice sessions at any University site as necessary
- Maintain awareness of own boundaries and seek support where required
- Support student focused events included Freshers and Welcome Week, working with other Union departments

General

- To create and maintain relationships with key stakeholders within the University and with external stakeholders and organisations which can offer support/services to students
- All work to be undertaken in line with the Union constitution, policies, procedures and legislation
- Adopt a flexible approach to work hours including evening, weekend and remote working

This Job Description is not an exhaustive list and does not form any part of your contract of employment.

Person Specification *Tested by Application (A) Interview (I)*

	ESSENTIAL	DESIRABLE	Tested by
EDUCATION & TRAINING			
Evidence of relevant continuing professional development		X	A/I
Advice, advocacy, coaching or counselling related qualification		X	A
EXPERIENCE & SKILLS			
Delivery of casework, advice, representing of others or advocacy in either a paid or voluntary role	X		A/I
Dealing with difficult and sensitive situations in a diplomatic manner	X		A/I
Knowledge of confidential record keeping processes and systems	X		A/I
Strong presentation skills	X		I
Experience of offering advice in at least one of the following: academic issues, finance or housing		X	A/I
Producing reports and briefings		X	I
Applied knowledge of policies and procedures relating to advice delivery		X	I
Understanding of the issues affecting student in Higher Education and affecting their studies		X	I
Experience of supporting volunteers		X	A/I
Experience of coordinating an activity such as a project or information campaign		X	A/I
Data analysis and report writing skills		X	I
PERSONAL ATTRIBUTES			
A positive, collaborative attitude working closely with colleagues and avoiding acting in silo	X		A/I
Non-judgemental and empathetic approach	X		I
Strong communicator who is able to explain complex advice issues in an engaging and accessible manner	X		I
Ability to work on own initiative taking ownership of our advice provision	X		I
Tact and diplomacy, recognising that you work in a democratic environment	X		I
Comfortable in receiving feedback with a commitment to continuous improvement	X		A/I
Adaptable and flexible approach to work proactively seeking solutions	X		I

A full driving licence with access to a car to travel between campuses		X	A
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To Apply

Please send an application form referencing the person specification to CSU@chester.ac.uk by the application deadline with the title of the job role in the subject header. **This should be sent in Word. PDF's cannot be accepted for this role.**

Applications that are submitted after the deadline will not be considered.

Guidance on completing your Application Form

On the application form you will need to fulfil any essential qualities tested by the application process to be invited for interview. Desirable qualities will then help the shortlisting panel make a decision between different candidates who meet the essential qualities. Any qualities tested that we indicate are only going to be tested at interview do not need to be addressed on the application form.

A strong answer for each of these points offers clear examples of your personal impact through a previous experience that could be from a number of different experiences such as, but not limited to a previous job, volunteering role or responsibilities. We advise before filling out the application form to reflect on how to relate your skills, knowledge and experience to each of the points assessed at application. The strongest applications detail how candidates meet all of the criteria, matching transferable skills and experiences to the person specification with clear examples of their impact. Only information included in the application form will be considered when making a decision on shortlisting to interview.

Interview Process

There will be a standard interview with a selection panel that includes an elected officer and a staff member (usually the hiring manager). You will be notified of who is on the interview panel in advance. There may also be assessment tasks as part of the interview; the overarching structure of these will be advised in advance. Due to current circumstances, interviews will be held remotely via Microsoft Teams.