

UNIVERSITY OF EAST LONDON STUDENTS' UNION

JOB PROFILE

Job title	Adviser	Department	Student Support
Reports to	Advice Services Manager	Direct reports	None
Hours	37.5 per week	Salary range	£21,900 - £24,400
Location	Docklands and Stratford campuses		

Two posts are offered: one permanent contract and one fixed-term contract. The fixed-term contract will last approximately seven months, depending on the start date.

Job Purpose

- Provide impartial advice and advocate for individual students on academic issues affecting our members, i.e. UEL students
- Advocate on behalf of students with UEL staff on issues relating to academic matters
- Help to develop the academic advice service at both campuses and provide useful information on the issues affecting UEL students.

Duties and responsibilities

Academic advice / Housing advice

- To provide a confidential, impartial, non-judgemental sometimes complex advice in person, via email and telephone.
- To provide advice on a range of academic issues including appeals, extenuation, complaints, assessment offences, hearings and any other matters affecting the academic life of students at UEL.
- To provide advice on Housing issues such as contract checking, deposits, inventories, guarantors, repairs, council tax, gas safety, moving out, eviction, homelessness etc.
- To provide representation and advocacy at internal and external hearings especially in relation to disciplinary/academic appeals/academic misconduct school meetings and panels.
- To maintain accurate and comprehensive casework notes and keep accurate statistics of client numbers and work completed using our case management system.
- To maintain strict client confidentiality and to abide by the Union's confidentiality policy.
- To maintain case files and to adhere to deadlines and closing dates as appropriate. To review and monitor own case files on a regular basis.
- To make referrals to departments within UEL such as Health and Wellbeing, Student Money Advice and Rights Team (SMART), International Student Advice (ISA), the HUB and external agencies such as Shelter and Citizens Advice Bureau as and when necessary and in line with the Union's working practices.
- To advise students throughout the process of taking complaints to the Office for the Independent Adjudicator (OIA).
- To monitor the academic/housing advice email service to students on a regular basis and to respond in a timely manner.
- To liaise with UEL's student services department on matters affecting students with disability needs to ensure development of good practice in areas affecting such students.
- To assist the Advice Services Manager on projects and matter of policy with university schools and services and other external agencies as and when required.
- To ensure that appropriate systems of work such as pro forma emails and forms are created and updated as and when required.
- To maintain the system for collecting statistics of client contacts, nature of enquiry, outcome of enquiry and equal opportunities data.

Occasional Duties

- To support and develop communications between the Union and students on academic matters by producing content for leaflets, website and other information materials for use in the University.
- To attend appropriate meetings and committees as and when required by the Union, particularly with relevant staff from the UEL's colleges, schools and services.

- To provide support/information to student officers as requested by the Advice Services Manager.

Knowledge

- To develop knowledge of academic issues related to higher education and UEL policies and procedures and to provide advice on such matters.
- To develop knowledge of changes to housing law, particularly in the private sector.

Quality assurance

- To assist in research and work with other Union staff and student officers to produce documents in support of quality assurance at the University.
- To assist in research in support of Union submissions for institutional audits, developmental engagements, integrated quality and enhancement reviews and other reviews as required.
- To assist in research concerning academic regulations, offenses and feedback from time to time.

Customer care

- To provide a service efficiently and effectively whilst maintaining good quality advice.
- To assist the Advice Services Manager in managing demand and student expectations by listening to student feedback and making improvements to the service.

Additional responsibilities of all staff

- Maintain high standard of professionalism, confidentiality and respect for student, colleagues and visitors
- Adhere to and apply, the Union's values, policies and procedures
- Be responsible for observing and implementing good health and safety practices
- Travel to/between and work at all three UEL sites when required
- Attend committees, meetings, training, conferences and other events
- Attend occasional weekend and evening events, according to organisational needs
- Participate in major Union events and activities as and when required
- Undertake any other duties as reasonably requested by line manager

Person Specification

	Essential	Desirable	Tested at interview	Tested at application
Qualifications				
Degree-level qualification or equivalent	X			X
AdviceUK Learning to Advise qualification or equivalent		X		X
Experience				
Proven experience of working in an advice or information-giving environment, e.g. CAB or independent advice centre	X		X	X
Experience of dealing with complex issues	X		X	X
Experience of maintaining accurate and comprehensive case records	X		X	X
Experience of representing clients at panels or hearings		X	X	X
Experience of the effective use of IT in communication	X		X	X
Track record of forging successful partnerships with a range of internal and external stakeholders	X		X	X
Experience of assisting with project development		X	X	X
Knowledge				
Understanding of structure of students' unions and how they operate		X		X
Comprehensive knowledge of academic systems within higher education and best practice in quality assurance		X	X	X
Thorough understanding of best practice in delivering services within a confidential setting	X		X	X
Skills				
Competent user of IT, including Microsoft Office and case management systems	X		X	X
Excellent verbal and written communication skills, with the ability to relate to people at all levels	X		X	X
Sound judgement and ability to handle competing priorities	X		X	
Confident and resourceful individual who can operate in a challenging environment	X		X	X
Ability to negotiate confidently with stakeholders	X		X	X
Values/attitudes				
Evidence of commitment to Continuing Personal and Professional Development	X		X	
Leader on equal opportunities who values diversity and removes barriers to equality	X		X	
Understanding of and commitment to the Union's purpose and values	X		X	
Flexible and adaptable approach to work	X		X	
Strong commitment to delivering an excellent service	X		X	