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Harper Adams
University

Job Description

**Title of the post: Student Advisor: Information, Advice and Guidance
(Part-time appointment)**

Department: Student Services

Reporting to: Student Services Manager

The Appointment:

Student Services at Harper Adams includes management of residential accommodation on-campus, oversight of approved off-campus accommodation, a welfare and advice function and general support for students to maximise their academic and personal development whilst at University. The post-holder will be responsible for providing a frontline information, advice and guidance service to students from the Faccenda Welcome Hub, facilitating easy access to and imparting knowledge of university services, policies and procedures as well as promoting participation in new academic and social initiatives and activities.

The Role:

The main duties and responsibilities of the role include:

- To be an initial point of contact for student enquiries and to provide frontline information, advice and guidance on a broad range of topics, and referral to more specialist support where necessary, as follows:
 - Wellbeing services and sources of self-help
 - Promotion of sources of financial support and guidance on completion of applications
 - Accommodation on and off campus
 - Promotion of and support for student engagement opportunities and activities
 - Placement and careers information
 - Student changes of circumstances including; course changes (transfer, postponement and withdrawal), address, next of kin, etc.
 - Guidance on postponement, withdrawal and financial liabilities
 - Guidance on University procedures and policies
 - General guidance on mitigating circumstances

- Provide support and advice to students with disabilities and provide assistance with completion of applications
 - Guidance on the student complaints procedure and the arrangements by which academic appeals may be lodged
 - Assist with access to timetabling information
 - General enquiries and signposting
- To be familiar with key policies and procedures and work with colleagues to coordinate the maintenance of key information on the University's webpages or similar
 - To advise students on the approved arrangements by which complaints should be progressed, and support them in doing so, where appropriate
 - To ensure that appropriate escalations, referrals and contacts are made with sensitivity, discretion and efficiency
 - To gather student feedback and be a frontrunner for new projects and initiatives that promote a positive student experience, including close working with relevant Students' Union staff and the Student Welfare Officer
 - To actively engage with a range of social media platforms to promote events, campaigns and key information
 - To monitor and administer tasks and referrals from departmental email inboxes
 - Working closely with other colleagues in a range of departments along with external stakeholders, organise and coordinate a range of student advice clinics, 'pop up' events and information stands in the Faccenda Centre
 - Maintain a safe, welcoming and respectful environment within the Faccenda Centre foyer / group study rooms
 - To facilitate appointments with colleagues in various departments and support student access to university sports and study facilities
 - Maintain screens in the Faccenda Centre, so that information displayed is time sensitive and appropriate to a student audience
 - Issue of Student ID cards and welcome information for all student groups
 - Provide assistance in contacting students and communicating event arrangements
 - To undertake relevant training such as Safeguarding, First Aid and Fire Marshall training and to take an active role in associated responsibilities
 - Such other duties as the Student Services Manager or Director of Academic Services may require from time to time.

This is a description of the post as it is presently constituted. The University reserves the right to periodically examine an employee's job description, its location within the organisation and to up-date or amend it to ensure that it is related to the duties then being performed, or to incorporate new duties, as required.

The Person:

Candidates should be educated to degree level (or equivalent) or have significant experience in a predominantly similar role. **E**

The appointee will be expected to be able to demonstrate the following:

- An enthusiasm for working with adult students or young people aged 17+ and a demonstrable understanding of their needs and behaviours **E**
- Experience in an information, advice and guidance role **D**
- Experience in engaging with adult students or young people from a diverse range of backgrounds **D**
- Experience of encouraging participation in activities which foster a feeling of belonging and community membership **D**
- Experience of working in a busy and varied environment with the ability to demonstrate emotional resilience, in the workplace, when dealing with challenging situations **E**
- Demonstrable ability to locate relevant policies, procedures and guidance as well as internal and external referral points, in order to provide secure advice to students **E**
- Excellent communication skills (written and oral) demonstrating strong attention to detail in interpreting and communicating policies and accuracy in summarising and preparing information for written documentation **E**
- Excellent interpersonal skills, balancing rapport, credibility and authority with students and the ability to exercise tact, diplomacy and discretion **E**
- Enthusiasm, passion and drive to provide an outstanding service to students and demonstrable experience of providing excellent customer service **E**
- A flexible approach to work, including in relation to working hours, which may vary to meet the needs of the department and the student community **E**
- A strong team player with the confidence to contribute ideas and insight **E**
- Excellent IT skills and experience of the professional use of a range of social media platforms **D**

The post-holder will be required to work flexibly including occasional evening or weekend work as required.

Conditions of Service

The national recommendations which have arisen from the negotiations between UCEA and the unions recognised at national level, the Joint Negotiating Committee for Higher Education Staff (JNCHES), directly affect the terms and conditions insofar as they have been adopted by the Board of Governors.

Salary

The commencing salary will be within the range £20,624 - £22,494 per annum (pro-rata). The point of entry will be dependent upon relevant qualifications and experience. Salaries are paid monthly, in arrears, by credit transfer.

Hours of Work	The routine working week is 25 hours (initially working 9.30 a.m. until 3.00 p.m.) over Monday to Friday inclusive, 34 weeks of the year, predominantly term time. With a post of this nature the post-holder will be required to work flexibly to suit the needs of the department and may be required to work occasional evenings and weekends as required and with appropriate notice. Time off in lieu will be allowed for hours worked in excess of 25 per week. Planned leave and personal commitments must be agreed in advance by the Student Services Manager to ensure adequate cover can be arranged.
Contract Term	This appointment may be terminated by either party giving two months' notice
Holidays	The annual holiday entitlement is 22 working days, plus 3 University closure days and Bank Holidays (pro-rata). The holiday year runs from 1 April to 31 March and in the holiday year in which the employment commences or terminates the holiday entitlement will accrue on a pro-rata basis for each complete week of service. The timing of holidays is subject to the agreement of the Line Manager.
Sick Leave	During periods of certified sickness the post-holder will be eligible to receive sick pay in accordance with the University Sick Pay Policy. The payment of sick pay is subject to compliance with the University rules for the notification and verification of sickness absence, details of which will be provided to the successful applicant upon commencement of employment.
Pension	The post-holder will be entitled to join the Local Government Pension Scheme (LGPS), subject to its terms and conditions. Full details of the Scheme will be provided to the successful applicant upon commencement of employment.
Criminal Convictions	<p>The post involves substantial opportunity for access to children and young persons under the age of 18. For this reason the University is entitled to take into account any criminal convictions, cautions or impending case(s) that it considers to be relevant to the post.</p> <p>The post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. This means that applicants are not entitled to withhold information about convictions which for other purposes would be considered "spent" under the provisions of the Act.</p> <p>Applicants must therefore complete the part of the application form declaring any criminal convictions and cautions from any court or police authority. It will be necessary for you to obtain a Disclosure & Barring Service Check (formally known as Criminal Records Bureau CRB) to confirm that you do not have any criminal convictions relevant to the post and that you are not banned from working with children. Full details will be provided once an offer of employment is made.</p>
Exclusivity of Service	You are required to devote your full-time attention and abilities to your duties during working hours and to act in the best interests of the University at all times. Accordingly, you must not, without written consent of the University, undertake employment or engagement including external consultancy, which might interfere with the performance of your duties or conflict with the interests of the University.

It follows that, regardless of whether you are employed on a full-time or part-time contract, you are required to notify your line manager of any employment or engagement which you intend to undertake whilst in the employment of the University (including any such employment or engagement which commenced before your employment under this contract). Your line manager will then notify you within 10 working days whether such employment or engagement is prohibited.

References

Candidates should ensure that they provide full details of the name and postal address of their referees. Please include e-mail addresses and telephone numbers wherever possible.

Referees should include your present, or most recent, employer. References will normally be taken up immediately in respect of candidates shortlisted for interview. **If you do not wish any reference to be taken up at this stage, please enter an 'X' in the relevant box provided on the application form.**

Application Procedure:

All applications should be completed and submitted using the Harper Adams e-Recruitment programme at <http://jobs.harper-adams.ac.uk>

Closing date for receipt of applications is midnight Sunday 30 July 2017