

## Job Description

<b>Job title</b>	Student Advisor (Funding)
<b>School / department</b>	Student Services
<b>Grade</b>	5
<b>Line manager</b>	Senior Student Advisor

### Main purpose of the job

This is a key role within the Student Services Department to support the Senior Student Advisor to deliver student-centred advice and guidance to both students and staff on a range of financial, and funding issues.

The Student Advice Team is a vibrant team in direct contact with students aiming at helping students to succeed in their studies by taking care of non-academic related issues.

The post holder will undertake casework, and provide support and guidance to students and staff in respect of a range of practical advice issues, including finance and funding regulations. The post holder is expected to contribute to the provision of a professional and specialist advice and guidance service to all students, to encourage their academic progress and student retention.

The role requires detailed and up to date knowledge of:

- Financial topics including statutory and discretionary student support and other sources of finance and funding.
- State benefit and tax credit systems and the inter-relationship with students.
- Housing rights, fee status and money management and debt advice.

Please note in the team there are dedicated staff dealing with International students, training on Immigration / Tier 4 will be provided for general knowledge, but these queries will be referred to the dedicated team members.

This appointment requires a flexible approach to working hours as occasional Saturday and evening cover, mainly for open days, is required. The main office is in Ealing – St Mary's Road campus, regular cover will be required on our campuses in Brentford and in Reading, weekly / monthly on a rota basis with other advisers.

### Key areas of responsibility

- Provide a professional, specialist and confidential advice service to students and advise students on their eligibility on a range of topics including: student financial support, discretionary support funds, money management, debt counselling, welfare benefits, tax credits, fee status, housing rights and Universal credit. This service is to be provided for students in both further and higher education, and also to potential students interested in applying to University of West London.
- Undertake specialist advocacy and representation work on behalf of individual students, including financial support appeals, welfare benefit appeals.

- Advise students about the financial implications that may occur of interrupting their study, repeat study, course transfers or withdrawals.
- Participate in recruitment and enrolment related events (open days) and assist with other activities which underpin the student lifecycle as required.
- Use effective communication skills, both oral and written; to deal efficiently, effectively and tactfully with people at all levels.
- Help maintain an effective information service by developing and producing guidance notes, written reports, training and other materials for use by students and colleagues available in multi-media format.
- Assist the Senior Student Advisor to provide staff development training on support for students, fee assessment, money workshops, etc.
- Devise and deliver presentations and workshops for both current and potential students on a range of practical, financial, and welfare issues.
- At all times to carry out your responsibilities with due regard to the university's Equal Opportunities Policy and Equality and Diversity Policy
- Be aware of, and comply with, the new Data Protection Act and Freedom of Information Act at all times.
- Adhere to all of the university's procedures and policies.

Any other duties assigned by the Senior Student Advisor and Head of Student Services to ensure the efficient and effective operation of the Student Services Department.

In addition to the above areas of responsibility the position maybe required to undertake any other reasonable duties relating to the broad scope of the position.

## Person Specification

Criteria	Essential	Desirable
<b>Qualifications and/or membership of professional bodies</b>	<p>Graduate level qualifications or equivalent.</p> <p>Evidence of training and continuous professional development from a recognised advice sector provider e.g. AdviceUK, UKCISA, NASMA, etc.</p>	
<b>Knowledge and experience</b>	<p>Knowledge of legislation and regulations relating to students fees and financial matters.</p> <p>Knowledge of UK legislation and regulations relating to Funding, NHS bursaries, welfare benefits, tax credits and debt counselling.</p> <p>Knowledge of a range of student welfare issues including postgraduate funding, trusts, charities and money management.</p> <p>Experience of undertaking specialist advocacy and representation work on behalf of individual clients, e.g. Student financial support appeals, welfare benefit appeals within the higher education sector.</p> <p>Experience of planning and prioritising a number of complex operational activities in a changing environment and frequently under pressure.</p>	<p>Experience of advocacy and representation work within the further education sector.</p> <p>Experience of working within a higher education environment.</p>
<b>Specific skills to the job</b>	<p>Well-developed client interview and case working skills and the ability to maintain boundaries and professional ethics within a confidential setting, including keeping thorough, accurate and up to date client case notes in compliance with confidentiality policies, professional standards and the new Data Protection Act.</p>	<p>Proven ability to devise and present high quality training sessions to colleagues and other staff / presentations to students</p>

<b>General skills</b>	<p>Excellent written and verbal communication, including the ability to devise and deliver high quality presentations and workshops.</p> <p>Computer literate with windows based products as communication and management tools, e.g. Microsoft Word, Excel and PowerPoint.</p> <p>Ability to work under pressure and meet tight deadlines.</p> <p>Ability to show attention to detail and produce work and documentation of high quality.</p>	
<b>Other</b>	<p>Ability to respect a high level of confidentiality at all times.</p> <p>Self motivated, with a flexible approach to work and working hours across all sites.</p> <p>Proven ability to use initiative and work independently.</p> <p>Ability to work collaboratively.</p>	
<b>Disclosure and Barring Scheme</b>	This post requires an enhanced DBS check	
<p><b>Essential Criteria</b> are those, without which, a candidate would not be able to do the job. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the shortlisting stage.</p> <p><b>Desirable Criteria</b> are those that would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.</p>		