

Student Advisor

Key Information

Accountable to: Advice and Wellbeing Manager

Responsible for: Student Interns Salary: £31,894.76: Permanent, Full time

Hours: 35 hours per week, to be worked flexibly (evening work may be required)

Main Location: Hendon Campus, Middlesex University

Job Purpose

1. Responsible for coordinating the provision of one-to-one and group advice to students on areas including, but not limited to, academic issues and general sign- posting and support.
2. Provide support for Student Officers on specific projects relating to advice.
3. Contribute to the Advice & Wellbeing Team's strategic and operational planning and contribute to the strategic direction and development of the advice service.

Key Accountabilities

1. Responsible for coordinating the provision of one to one and group advice to students on areas including, but not limited to, academic issues and general sign-posting and support.

- Provide students with high-quality and impartial one-to-one and group advice on a range of issues academic issues and general sign-posting and support.
- Where appropriate, act as an advocate of students in non-legal dealings primarily with the University, and on occasion with external parties – this will include official hearings held by the University.
- Maintain accurate and up to date information relating to advice using the relevant databases and processes in line with MDXSU Advice Service Level Agreement and MDXSU procedures.
- Identify opportunities to tackle systemic problems for Middlesex University students through the analysis of casework and engagement with sector networks and research and integrate this insight within the wider Advice & Wellbeing Team.
- Plan tasks and prepare content that contribute to publicity campaigns, workshops, the website, and informational publications.
- Liaise with the University and other relevant stakeholders to develop a proactive, collaborative, and inclusive approach to student advice and welfare.
- Present monthly reports on caseload to the Advice & Wellbeing Manager and key stakeholders, with recommendations on how to improve the service where necessary.
- Support the Advice & Wellbeing Manager in conducting a full review of existing processes and procedures by which the advice service runs, ensuring they are fit for purpose and adaptive to the current climate.
- Develop strong relationships with members of University staff, including the student support team, registry, Student Legal Affairs Team and wider student services.

2. Provide support for Student Officers on topics and projects relating to advice.

- Provide Advice briefings for Student Officers on reoccurring student issues to support their campaigns and discussions with the University.
- Using the information gathered from the Advice service, to provide support to the Student Officer team.
- Work with Student Officers to develop activity related to their campaigns using information collected through the Advice service.
- Undertake specific elements of a project, which may include arranging meetings, ordering materials, finding specific information or statistics.
- Attend relevant Union and University Committee meetings and be involved in time limited working groups.

3. Contributing to the Advice & Wellbeing Team's strategic and operational planning.

- Provide information relating to advice work for key reports and meetings as required by the Advice & Wellbeing Manager.
- Contribute to strategic planning discussions by putting forward ideas for improvements to the Advice Service.
- Contribute to operational planning by planning specific tasks and projects that contribute to the work of the Advice Service.
- Work alongside the university and the Advice & Wellbeing Team to develop the capacity and quality of the Advice Service.
- Undertake work to ensure the Advice service is compliant with relevant legislation & procedures.
- Contribute to other departmental and organisation priority activities as requested by the Advice & Wellbeing Manager.

Person Specification

Experience & Knowledge

- Experience of dealing with sensitive information and supporting people in vulnerable or sensitive situations Experience training students or staff
- Understanding of issues affecting students in a higher education context Experience of working in a client-facing role
- Experience of managing a complex and varied workload Good understanding of advice systems and processes Experience of supervising and supporting staff or volunteers Good understanding of students' union governance structures
- Understanding of key legislation in relation to student rights (including, but not limited to, the Education Act, the Equality Act, and the Consumer Rights Act)

Skills & Abilities

- Excellent communication skills, both verbal and written
- Excellent planning, organisational and administrative skills – with a particular focus on attention to detail Capable of working on own initiative and also able to work as part of a team
- IT competent with a working understanding of Microsoft Office and databases

Values & Behaviours

- Understanding and commitment to creating equitable services and opportunities
- Desire to work within an organisation servicing a culturally diverse membership