

Job Description

Post Title: Education & Welfare Advisor

Responsible to: Guild Advice Manager

Summary of post: To support, advise and represent students on a wide range of issues relating to academia, housing, wellbeing, and finance. To empower students to effectively manage their studies, health and wellbeing.

Duties & Responsibilities:

1. To work with the Guild Advice Manager to support, advise and represent students of the University of Birmingham.
2. To undertake casework; assessing a client's requirements and providing appropriate advice, or referrals to specialist agencies, either within the University or externally
3. To advise and support students through their right of representation
4. To keep up-to-date on current student education and welfare issues and publish these as required, in agreement with the Guild Advice Manager
5. To support the work of the Guild Officer Group
6. To ensure the use of available evidence within Guild Advice to campaign for positive change for students
7. To help maintain accessible information systems, in partnership with the Student Voice department on Higher Education issues, University committees and local and national legislation
8. To keep abreast of developments in Higher Education and within the University, ensuring reference material and information systems are effective and up-to-date
9. To maintain statistical records and to assist in writing reports when required
10. To assist the Guild Advice Manager in the training and supervision of Guild Advice Reception staff.
11. To ensure that the Guild Advice is operational during opening hours and to staff the helpdesk providing a customer focused service for all users
12. To recommend to the Guild Advice Manager strategies to improve the standards of the service provision and undertake any project work at their request
13. To adhere to all relevant Guild Policy with particular reference to staffing, health and safety, data protection, environmental, and any relevant Policy where it may impact upon your role

14. To undertake appropriate training and personal development as required for the role
15. To participate as a member of the Guild Advice department, Support and Development Directorate and Guild team
16. To portray a positive image of the Guild both internally and externally, and set high standards of personal integrity and professionalism, leading by personal example.
17. To support the work of the Guild Advice in the event of sickness, holiday or other exceptional circumstances
18. To undertake such other duties as may be reasonably required, consistent with the nature and grade of the post

November 2019

PERSON SPECIFICATION: Education & Welfare Advisor

You must be able to demonstrate in your application that you have;	Essential	Desirable
QUALIFICATIONS		
Good general education, A level or beyond, including Math's and English at least to GCSE grade C or equivalent	✓	
KNOWLEDGE AND EXPERIENCE		
Good experience of working in an advice setting providing face-to-face support and ongoing case working for clients	✓	
Excellent knowledge and experience of at least one of the following areas:- academic issues, employment law, housing law, immigration law, student finance, and/or debt counselling	✓	
An understanding of the issues facing students in higher education today		✓
Proven experience of using own initiative for problem solving in professional context	✓	
Experience of supporting clients with mental health and wellbeing		✓
Experience of working with students		✓
SKILLS AND ABILITIES		
Information gathering skills, including acquiring knowledge of relevant legislation, up and coming changes to policy that may affect students	✓	
Strong analytical abilities to process complex paperwork and situations	✓	
Ability to establish strong working relationships with a wide range of individuals both within and outside the Guild of Students and the University, including students, Guild Officers, Senior Management, welfare organisations	✓	
Ability to assess client needs and respond appropriately	✓	
Ability to work positively and cooperatively in a small team of advisors	✓	
Ability to work independently and to prioritise a busy caseload	✓	
Ability to negotiate effectively	✓	
Ability to instil confidence in service users and to promote a self-reliant approach wherever possible	✓	
Ability to present information clearly and concisely in writing or verbally	✓	
Good IT skills including proficiency in Microsoft Office including word processing and spread sheets	✓	
A willingness to learn new skills as required and undertake appropriate training	✓	
Able to adapt in a changeable environment, to best meet the needs of Students	✓	
PERSONAL QUALITIES		
Team focused approach	✓	
Self-motivated	✓	
Flexible	✓	
Committed to continuously improving service delivery	✓	
Customer focus	✓	
Persistent & able to persuade others to meet your deadlines	✓	
Understanding and a commitment to Equality of Opportunity	✓	
Attention to detail	✓	