



JOB DESCRIPTION

Job Title: Student Support Advisor

Responsible to: Student Community Welfare Manager

Responsible for: Student Staff

Summary of Post: To contribute to developing welfare support for students living in University residences through the Student Mentor Scheme, providing supervision, support and guidance to mentors and assisting the smooth running of the service across a number of sites.

DUTIES & RESPONSIBILITIES

1. To take responsibility for the operation of student support in residential accommodation, including taking part in the call-out rota and co-ordinating student mentor rotas.
2. To help recruit, train and supervise student staff in the department, working within service policy and procedures to monitor performance and act when appropriate.
3. To promote the service to students through events and campaigns and to be involved in the proactive dissemination of relevant welfare information to students on relevant issues.
4. To be aware of appropriate emergency/crisis procedures and be able to implement these effectively.
5. To identify improvements and recommend these ideas to the Student Community Welfare Manager for consideration.
6. To support students experiencing multiple or severe difficulties through casework, either in residences or in Guild Advice.
7. To participate as a member of the wider membership and Guild team and to encourage positive relationships with University wide contacts.



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8. To maintain appropriate knowledge of the field and of current student needs and expectations.
9. To work with the Student Community Welfare Manager to develop the scheme and lead on current or new projects.
10. Administer weekly wages process ensuring accurate payments are made and queries resolved.
11. To maintain statistical records of support provided to students as well as of Mentor performance.
12. To assist with establishing a network of contacts at local, regional and national levels as necessary.
13. To take an active role in forming operational relationships with University Site Staff, ensuring good communication and co-operation.
14. To work within the service's quality standards. To ensure compliance with the referral system and Guild/University policies and practice and implement where relevant.
15. To undertake appropriate training and personal development as required for the role.
16. To support the work of the Student Support Team, where necessary, in the event of sickness, holiday or other exceptional circumstances.
17. To undertake such other duties as may be reasonably required, consistent with the nature and grade of the post.



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Person Specification: Student Support Advisor

| You should be able to demonstrate in your application | Essential | Desirable |
|---|-----------|-----------|
| QUALIFICATIONS | | |
| Good general education, A level or beyond, including Maths and English at least to GCSE or equivalent. | ✓ | |
| KNOWLEDGE AND EXPERIENCE | | |
| Twelve months experience of working with young adults in a support role. | ✓ | |
| An understanding of issues facing students in higher education today. | ✓ | |
| SKILLS AND ABILITIES | | |
| Ability to take responsibility for a complex service, (ideally covering a large geographical area). | ✓ | |
| Computer literacy (standard office software including spreadsheets) and keyboard skills. | ✓ | |
| Effective organisation and administration skills, to include report writing, recording and co-ordination of staff rota. | ✓ | |
| Ability to communicate effectively with students one-to-one and in groups. | ✓ | |
| Ability to recruit, train, motivate and develop others. | ✓ | |
| Ability to balance the needs of the individual with those of the community and of clients. | ✓ | |
| Information gathering skills, for example acquiring knowledge of relevant legislation and student issues. | ✓ | |
| Ability to establish and ensure compliance with service boundaries, for example regarding referral to specialist agencies on or off campus. | ✓ | |
| Creative thinking in terms of problem solving and service development. | ✓ | |
| PERSONAL QUALITIES | | |
| Understanding of and a commitment to Equality of Opportunity | ✓ | |
| Team focused approach | ✓ | |
| Self-motivated | ✓ | |
| Flexible | ✓ | |
| Committed to continuously improving service delivery | ✓ | |
| Customer focus | ✓ | |
| Persistent & able to persuade others to meet your deadlines | ✓ | |
| Attention to detail | ✓ | |

All disabled applicants who meet the minimum criteria will be interviewed. If candidates do not meet the person specification they may be required to undertake training as specified by the Guild.