

**UNIVERSITY OF BIRMINGHAM GUILD OF STUDENTS
JOB DESCRIPTION**

Post Title:	STUDENT SUPPORT ADVISOR
Responsible to:	Student Community Welfare Manager via the Senior Student Support Coordinator
Responsible for:	Student Staff (as appropriate)
Grade:	Guild Grade 5

Organisation:

This role is part of the Student Community Welfare department working collectively with colleagues delivering the Guild's support activity for students living in University and nominated accommodation. The department sits within the Support & Representation Directorate.

Job Purpose:

The Student Support Advisor role is to support delivery of the Student Community Welfare departmental plan. We expect Advisors to help to create an inclusive and engaging environment for all.

The role is required:

- To contribute to developing welfare support for students living in University residences through the Student Mentor Scheme
- To provide supervision, support and guidance to Student Mentors and assist the smooth running of the peer-to-peer service across a number of sites.

Success in the role will require a highly student and customer focused approach together with an emphasis on teamwork. The role involves collaboration with internal and external stakeholders, acting as a positive ambassador for the Guild and facilitating under-represented groups to find a comfortable place here. Supporting a culture of ambitious targets and a positive team spirit are also key. Advisors are expected to follow the Guild's competency framework, which should be read in conjunction with this job description.

Key Role Responsibilities:

1. To work with the Senior Student Support Coordinator and the Student Community Welfare Manager to manage the provision of student support in University and nominated accommodation.
2. To take responsibility for the operation of student support in residential accommodation, including taking part in the on-call rota and coordinating Student Mentor rotas.
3. To help recruit, train and supervise student staff in the department, working within service policy and procedures to monitor performance and act when appropriate.
4. 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.
5. To be aware of appropriate emergency/crisis procedures and be able to implement these effectively.
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 Guild team and to encourage positive relationships with University wide contacts.
8. To maintain appropriate knowledge of the field and of current student needs and expectations.
9. To work with the Senior Student Support Coordinator and the Student Community Welfare Manager to develop the scheme and lead on current or new projects.
10. To maintain statistical records of support provided to students as well as of Student Mentor performance.
11. To assist with establishing a network of contacts at local, regional and national levels as necessary.
12. To take an active role in forming operational relationships with University Site Staff, ensuring good communication and co-operation.
13. To identify improvements and recommend these to the Senior Student Support Coordinator and the Student Community Welfare Manager for consideration.

General Duties:

1. To undertake appropriate induction and ongoing training and personal development, as required for the role.
2. To adhere to all Guild policy with reference to HR, staffing, health and safety, data protection, environmental and any other specific Guild Policy which impacts upon your role or that of the team.
3. To be familiar with the Guild's competency framework, striving always to demonstrate the positive behaviors which drive the highest standards of personal and organisational performance in supporting our students. Grade 5 Advisors should be developing within level 1 of the six competencies (Student and Customer Focus, Accountability, Results Focus, Inclusivity, Communication and Teamwork) which is designed to support staff to achieve high performance.
4. To act as a role model in portraying a positive image of the Guild both internally and externally, acting as an ambassador and displaying high standards of personal integrity and professionalism.
5. To support the work of the Student Community Welfare team, where necessary, in the event of sickness, holiday or other exceptional circumstances.
6. To undertake such other duties as may be reasonably required, consistent with the nature and grade of the post.

October 2020

Person Specification:

EDUCATION, QUALIFICATIONS AND TRAINING	Essential	Desirable
Good general education, A level standard or beyond, typically including Maths and English at least to GSCE C or equivalent.	✓	
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 KNOWLEDGE		
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 oversee, 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		
Motivated by working in a student-led, democratic workplace	✓	
Student & Customer focus: Keeps student leadership and the needs of students and customers at the heart of activities	✓	
Accountability: Takes personal responsibility for the important role they play in the Guild's work and in wider society	✓	
Results Focus: Strives for the best results – gets things done on time and to a high standard	✓	
Inclusivity: Values diversity - works to create an inclusive and engaging environment across all our activities and services	✓	
Communication: Communicates clearly and appropriately to people across our students' union and outside	✓	
Teamwork: Builds good relationships and works effectively with a range of people to deliver our shared goals	✓	