



**Undeb
Myfyrwyr**
PCYDDS

UWTSD
**Students'
Union**

Student Advisor – Recruitment Pack

About Us

UWTSD SU is a Students' Union with a unique set of challenges and opportunities. We're spread over 6 sites across Wales and England.

These sites include:

Birmingham – Our newest campus founded in 2017. Birmingham has seen rapid growth and is set to surpass the London campus as the second largest in terms of student numbers. The campus contains two sites, the original Sparkhill site and the newer Quay Place site with three buildings in the heart of the city. Most these students study CertHE programmes.

Cardiff – Our smallest campus in terms of student numbers. This campus is one building in the centre of Cardiff and consists of programmes in performing arts and CertHE programmes.

Carmarthen – Carmarthen feels like the most traditional of our sites with students living on campus and studying a wide range of programmes such as Sport, Education, and Performing Arts.

Lampeter – The oldest campus has the largest footprint but the second smallest in terms of student numbers. The campus only delivers Humanities courses and has a strong community feel.

London – Established in 2012, the London campus rapidly expanded to capacity. The programmes offered are majority CertHE. The site is based in Kennington Business Park for now with a move to Canary Wharf planned soon.

Swansea – Much of what was the former Swansea Metropolitan University campus is now part of the Swansea campus with a few modern additions in the marina area of Swansea. Our largest campus in terms of programmes offered and student numbers. The campus itself however is a series of buildings in the centre of Swansea.



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We're led politically by our Sabbatical Officers, strategically by our Chief Executive, and charitably by our Trustees.

You can view our current team here:

<https://www.uwtsdunion.co.uk/about/team>

Our Mission

Together we will improve the lives of students at UWTSD.

Our Vision

We want to be the Students' Union you deserve.

Our Behaviours

- Act sustainably
- Work bilingually
- Resource responsibly
- Decide transparently
- Communicate widely



Key Information

Starting Salary: £24,388

Contract Type: Permanent

Working hours: 35 hours per week

Location: This role is based on our Birmingham Campus. This includes Quay Place (SU office) and Sparkhill (shared office). Visits to both would be required.

This post will be expected to work on site at least 3 days at minimum.

There will be occasional travel to other campuses as part of this role.

Reporting to: Senior Student Advisor

What we offer:

- Generous Annual Leave package (28 days, plus Bank Holidays, plus another 2 weeks off for Christmas)
- Professional Development Opportunities, with a free leadership and management qualification
- Supportive line management and a fun working environment.
- Access to an Employee Assistance Scheme to help support your wellbeing.



Duties of the Student Adviser

Purpose

The Student Advisor helps to deliver the Students' Unions free independent and confidential advice service. The advice service helps students through complaints, appeals, and other university processes.

Although based in Birmingham this role will work with students on all campuses at UWTSD. The majority of the work will be carried out online.

The key elements of this role are:

- To conduct casework with students who use the advice service.
- To brief internal stakeholders on matters of academic policy, identifying and explaining internal and external trends.

General Duties

- To support, advise and assist elected student officers in the achievement of their aims and objectives.
- To adhere to all relevant Health and Safety Responsibilities.
- To adhere to all relevant Students' Union Policies and Procedures.
- To adhere to all relevant UWTSD Policies and Procedures.
- To be adaptable to change and have an ability to acquire new and relevant skills and knowledge by taking appropriate responsibility for own personal and professional development.
- To represent the Students' Union at relevant professional networks, events, and conferences.
- To support and promote the Students' Union's values whilst undertaking duties, demonstrating commitments to equality, bilingualism, sustainability, and democracy.



Specific Duties

1. To conduct casework with students who use the advice service.

- Understand the rules and regulations of the University and support individual students in navigating University policies and procedures where appropriate.
- Promote and explain regulations to students, and signposting to university support structures where appropriate. As well as being the staff member for managing complex or sensitive student cases.
- Offer a compassionate, responsive, and realistic representation service for all students at UWTSD.
- Ensure that the work of the service is compliant with GDPR and data protection requirements and that all staff always act in line with relevant legislation.

2. To brief internal stakeholders on matters of academic policy, identifying and explaining internal and external trends.

- Maintain an effective and up-to-date record of academic casework, identifying and reporting issues which would be beneficial for student officers and SU officials to take to University committees for discussion and implementation.
- Work closely with Student Voice to identify potential trends in student complaints.

3. To assist and develop campaigns that complement the work of the Advice Service.

- To develop and effectively promote a proactive, appropriate and preventative, Advice Service Campaigns
- Aligning Advice work with Union strategy to improve student engagement in such services, particularly from those students from underrepresented groups.

4. Contribute to the planning and delivery of Students' Union led Training.



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- Assist in the training of students wishing to provide peer support
- Provide training and expertise to student representatives on issues that affect students to support preventative initiatives.



Personal Specification

Qualifications
A degree and experience in a directly relevant role, or extensive experience in a directly relevant role
Knowledge & Experience
Experience in the delivery of advice and management of complex casework
Experience in presenting complex information or processes in a simplified and accessible manner.
Experience of dealing with a range of problems using own initiative and judgement.
Experience of offering support to clients in distress and challenging casework
Experience of creating supportive boundaries for students and staff.
Job-Related Skills and Abilities
An understanding of the range of support that students in Higher Education may require.
Strong IT skills, including the use of Microsoft Office.
Able to establish and maintain strong working relationships with internal and external colleagues and partners.
Able to present information clearly and concisely in writing or verbally
Ability to work a minimum on site 3 days.
Ability to speak conversational Welsh or a commitment to learning Welsh.
Values
Understanding and commitment to equity, diversity, and inclusion
Comfortable working in a democratic, student-led environment with the ability to empower and build effective relationships with elected officers
A commitment to the organisation's values
Ability to work events outside of 'regular' working hours (this would be returned at Time Off in Lieu)



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Application Process

Applications Close: 1pm Friday 3rd May

Interviews: Week Commencing 13th May

Application Process

Applicants are asked to submit their CV to the online portal.

The CV should include any relevant experience for the role.

The cover letter should highlight any aspects of the Job Specification that you wish to highlight to the shortlisting panel to strengthen your application.

Interview Process

The Interview Process will consist of two parts. A task and a standard interview.

The task will be focused on assessing your approach to an advice service-based scenario. Upon receiving it you will be asked to respond to the unseen task ahead of the interview.