

## JOB DESCRIPTION

<b>Job title:</b>	Student Adviser
<b>Location:</b>	The post will work primarily at Oxford SU's main office (currently Worcester Street, Oxford). We expect staff to be on campus 60% of the time.
<b>Working hours:</b>	Part-time, 30 hours per week (0.8 FTE)
<b>Contract:</b>	Permanent
<b>Salary:</b>	c. £30,000 pro rata
<b>Reporting to:</b>	Change Director
<b>Staff reporting to this role:</b>	Hourly paid staff or volunteers, as appointed from time to time

### Job Purpose

The overall purpose of this role is:

- To provide students with the advice and support they need to advocate for themselves in relation to a wide range of procedures including academic progress and misconduct, complaints, disciplinary, appeals and housing
- To develop and maintain Oxford SU's online self-guided support tools ensuring they are accessible, inclusive and actively promoted
- Support the Union's policy & representation function by providing data and actionable insights relating to casework and student enquiries

### Responsibilities

Provide students with the advice and support they need to advocate for themselves in relation to a wide range of procedures including academic progress and misconduct, complaints, disciplinary, appeals and housing by:

- Providing one-to-one confidential advice and ongoing case support via video call, telephone, email and face-to-face in relation to University and College policy, procedure and regulation, drawing on external frameworks including legal (i.e. Equality Act 2010), regulatory (i.e. OFS Conditions) or good practice (i.e. OIAHE).
- Maintaining detailed, accurate confidential records on a computerised case recording system (AdvicePro)
- Researching issues and identifying where students may need to seek additional support (i.e. signposting to external organisations such as Shelter, OSAARC, Student Finance England or elsewhere within the Union)
- Using a coaching approach to explore options, and supporting students to decide the most appropriate course of action for them
- Assisting students in the drafting and submission of statements and or relevant forms by providing feedback and review
- Supporting students to represent themselves by accompanying them to hearings within the university or colleges
- Maintaining up to date knowledge of relevant legislation, policies and procedures and undertaking regular relevant training

- Identifying when cases require escalation either in relation to safeguarding or other complex concerns and taking appropriate action
- To attend meetings on behalf of the Advice Service within and outside of the University (for example NUS or ACSU), actively promoting the interests of students, the Advice Service and Oxford SU
- Providing occasional structured or informal training to colleagues in areas of specialist knowledge to support both Advice casework and any other union objectives or programmes of work
- Build relationships with key university and college staff including Senior Tutors, the Proctors' Office and the Education Policy Support Unit to instil confidence and built trust whilst enabling the Union to deliver its representation purpose

Develop and maintain Oxford SU's online self-guided support tools ensuring they are accessible, inclusive and actively promoted by:

- Using your knowledge experience and expertise to contribute to maintaining and developing online self-guidance information and resources in relation to all areas of the Union's Advice Service
- Working with the Union's communications team to ensure a year-round communications plan, ensuring that students are aware of our service and its impact
- Remaining up to date with accessibility and inclusivity best practice and applying it to our online content and the areas of advice provided by the service
- Working with the Union's communications team to develop methods of evaluating the online self-guidance tools and improving the service accordingly

Support the Union's policy & representation function by providing data and actionable insights relating to casework and student enquiries by:

- Working with the elected officers and the wider policy & representation team to identify key policy change targets within the University or Colleges
- Ensuring that the Advice Service has strong data collection methods, enabling Advisers and the wider team to identify key themes, important case studies and other actionable insights to enable policy development
- Providing regular reports on the work of the Advice Service, including both data and actionable insights to be shared internally, publicly or as part of policy briefings
- Using data, feedback and insight to continually review and improve the quality of the service provided for students
- Working with elected officers and the wider policy & representation team to liaise with staff across the University and Colleges to provide feed back and influence proposed changes to regulations, policies and procedures
- Undertake any other duties appropriate for the grade and responsibilities of the post that may from time to time be requested after appropriate consultation and joint agreement.

### Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> <li>• Evidence of CPD relevant to advice</li> </ul>	<ul style="list-style-type: none"> <li>• Professional qualification: NVQ level 3 in Advice work or similar.</li> </ul>

<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of providing advice in a student-facing environment or in a comparable setting, handling a complex caseload</li> <li>• Experience of working with online casefile systems and handling sensitive and confidential data</li> <li>• Experience of working with a wide range of stakeholders to deliver a service</li> <li>• Experience of dealing with disclosures in relation to mental health and sexual violence</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of policy analysis and development</li> <li>• Experience of collaborating with a range of stakeholders to inform service development</li> <li>• Experience of developing online communications that inform and empower</li> <li>• Experience of working with elected officers, students or volunteers</li> <li>• Experience of using AdvicePro</li> <li>• Lived experience of studying or working at Oxford University or similarly complex higher education provider</li> </ul>
<b>Knowledge &amp; Expertise</b>	<ul style="list-style-type: none"> <li>• Specialist knowledge of one or more topics that commonly affect university students such as: <ul style="list-style-type: none"> <li>○ academic progress and/or misconduct</li> <li>○ sexual violence</li> <li>○ Bullying &amp; harassment</li> <li>○ Disability</li> <li>○ Behaviour &amp; conduct</li> </ul> </li> <li>• Working knowledge of best practice in dealing with advice casework, including and ethical guidelines relevant to the sector</li> <li>• Knowledge of EDI issues and impact and unconscious bias</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of Oxford University and its administrative structure and collegiate system or similar environment</li> <li>• Knowledge and expertise in relation to one or more of the following legal or regulatory frameworks: <ul style="list-style-type: none"> <li>○ OIAHE good practice</li> <li>○ OFS conditions of regulation</li> <li>○ Equality Act 2010</li> <li>○ Competitions and Markets Authority</li> <li>○ Quality Assurance Agency Quality Code</li> </ul> </li> </ul>
<b>Values, Skills &amp; Behaviours</b>	<ul style="list-style-type: none"> <li>• Ability to understand the complexity of cases and tailor advice and information accordingly</li> <li>• A coaching and empowerment approach to casework, ensuring students retain agency and autonomy at all times</li> <li>• Ability to analyse data, stories and casework to draw out themes and actionable insight</li> </ul>	<ul style="list-style-type: none"> <li>• Passionate about supporting and enhancing the student experience</li> <li>• A commitment to supporting and enhancing student leadership</li> <li>• Passionate about social justice and social change</li> <li>• Collaborative and team-oriented, fostering a positive and inclusive work environment</li> <li>• High-support, high-challenge approach to working as part of a team</li> <li>• Ethical and acts with integrity in all interactions and decisions</li> </ul>

	<ul style="list-style-type: none"><li>• An ability to work independently using own initiative, self-motivated and positive about change</li><li>• Dedication to achieving equality through inclusive and equitable practice</li><li>• Enjoys using initiative to solve complex problems</li></ul>	<ul style="list-style-type: none"><li>• Passionate about access and social mobility in higher education</li></ul>
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