NOTTINGHAM TRENT STUDENTS' UNION

JOB DESCRIPTION

Job title	Student Advisor
Salary	£30,653 (Grade Point G1)
Department	Advice Service – Membership Services Department
Working pattern (hours/weeks etc)	37.5 hours per week to be worked flexibly to meet the needs of the role. Some evening and weekend work will occasionally be necessary. The post holder will work across all NTU campuses.
Responsible to	Advice and Advocacy Manager
Supervisory responsibility	Student-Led Triage Services
Job purpose	To provide independent, confidential, non-judgmental and impartial advice, representation and advocacy to students through Nottingham Trent Students' Union's Advice Service, enabling them to navigate challenges and achieve positive outcomes. The postholder will support students with a broad range of issues that may affect them during their course, including University regulations, housing, money and other areas of student life, ensuring advice is accurate, timely and delivered within the scope of the service. They will empower students to understand and exercise their rights. The role will work collaboratively with elected officers, student representatives and colleagues across the Students' Union and University to identify and address emerging issues affecting increasing numbers of students, using casework trends and evidence to inform this work. The postholder will support elected officers and the Advice and Advocacy Manager in developing policies, procedures, campaigns and workshops, ensuring student voices are heard and student interests are effectively represented.

Link to strategy	This role contributes to NTSU'S strategic priorities of Advocacy, Belonging and Care. We help students advocate for their rights and feel confident in resolving issues through clear and supportive advice. We ensure that we care for students through consistent and supportive casework and events. We demonstrate this through our values of being student-led, inclusive, supportive and innovative.

Main duties and responsibilities

1	To provide accurate, confidential advice across a broad range of issues, including University procedures such as appeals, complaints, discipline, academic conduct, fitness to practise and extenuating circumstances, as well as wider issues impacting student life such as housing, money support, and sexual health and consent.
2	To manage and prioritise a diverse caseload, advocating for students and liaising with University departments and external agencies to progress and resolve cases in a timely manner, managing time effectively, monitoring deadlines and carrying out research to ensure students receive the information they need within an appropriate timeframe.
3	To maintain accurate, timely and confidential case records using AdvicePro and other agreed NTSU systems, in line with procedures, data protection requirements, templates and quality assurance processes.
4	To provide support and representation to students at University meetings and hearings, including academic misconduct, appeals, complaints, extenuating circumstances and fitness to practise processes.
5	To identify complex, urgent or higher-risk cases and escalate appropriately to the Advice and Advocacy Manager or relevant services.
6	To support Students' Union staff in responding appropriately to vulnerable students in crisis situations.
7	To follow the Students' Union's safeguarding, disclosure and confidentiality procedures, identifying when information must be shared to protect a student or others, escalating concerns to the Designated Safeguarding Officer in line with policy, and completing safeguarding training as required.
8	To carry out appropriate signposting and referrals to University or specialist agencies where required, in line with the Advice Service's policies and procedures.
9	To maintain clear professional boundaries, ensuring advice is provided within the scope and competency of the service.
10	To promote self-help and empower students to resolve issues independently where appropriate, building their skills and confidence.
11	To participate in quality assurance processes, including file reviews, supervision and peer reviews, ensuring advice is delivered consistently and in accordance with service standards and procedures.
12	To identify and raise awareness of casework trends and student issues, using data and evidence to support the Students' Union's strategy in relation to insight, student rights and campaigns.
13	To contribute to University and Students' Union projects, campaigns and working groups, championing the perspective of students and influencing improvements to their experience.
14	To provide training, briefing, guidance and ongoing support to student representatives undertaking roles on panels and hearings, including disciplinary,

	appeals and complaints processes, developing their understanding of procedures and confidence in fulfilling their roles effectively.
15	To contribute to the continuous improvement of service delivery, working to enhance systems, processes and the use of digital tools so that the service remains efficient, accessible and responsive to student needs.
16	To contribute to the development of digital self-help resources and to promotional and publicity materials, supporting the visibility and accessibility of the service to students from all backgrounds.
17	To contribute to the development and delivery of operational plans, helping to ensure targets and key performance indicators are achieved.
18	To support the student-led triage service, contributing to the training and guidance of student staff in delivering high-quality initial advice and signposting.
19	To build and maintain effective working relationships with key stakeholders across the Students' Union and the University, facilitating new and improved processes, growing the service and supporting students through collaborative working.
20	To take responsibility for monitoring updates in allocated areas of responsibility, undertaking continuing professional development to maintain up-to-date expertise and service quality.
21	To actively support sustainable working practices, complying with organisational environmental policies and contributing to initiatives that reduce environmental impact.

Secondary and other duties

1	To support the induction and training of new staff, undertaking training and sharing learning with the wider team through briefings and peer training.
2	To provide operational support for key NTSU membership events and activities throughout the academic year, working collaboratively with colleagues to deliver a high quality student experience. (e.g. Freshers, Elections, Awards, Campaigns Weeks)
3	To represent the Advice Service on internal working groups, project teams and organisational initiatives as required.
4	To contribute to cross-organisational projects and service developments that support the strategic objectives of NTSU.
5	To undertake any other key duties commensurate with the grade and responsibilities of the post, as reasonably required.
6	To try new and sustainable practices whenever possible, to reduce the negative environmental impact of work – especially waste and greenhouse gas emissions.

Standards

- The post holder will, at all times both professionally and personally, portray a positive image of NTSU
- The post holder will at all times uphold the values of NTSU and thereby demonstrate high standards of integrity, accountability, respect for others, courtesy and professionalism
- The post holder will be expected to be flexible and willing to support colleagues, both in their own team and in NTSU more widely. They will be expected to undertake any task which helps NTSU achieve its objectives that may be reasonably asked of them, given their role and position in NTSU

- The post holder will be expected to actively support good practice in energy efficiency, waste reduction, recycling and champion the organisation's ethical and environmental policies

Miscellaneous

- The definition and examples of work included above are not exhaustive – they are illustrative and for guidance only. A particular post holder with this job title may not perform all duties detailed in this job description. Conversely, not all the duties performed will be listed on this document.
- It is the practice of NTSU to periodically examine employees' job descriptions and update them to ensure they relate to the job as then being performed. This will be done with the Senior Manager in consultation with the employee.

EMPLOYEE SPECIFICATION

Job title	Student Advisor
Department	Advice Service – Membership Services Department
Responsible to	Advice and Advocacy Manager

How we assess applications: The Personal Specification outlines the knowledge, skills and experience required for the role. Each criteria is marked to show how it will be assessed during the recruitment process: A = Application and I = Interview. Candidates should ensure they provide evidence of the relevant criteria within their application.

Criteria	Essential	Desirable
Experience	Good general level of education, typically to degree level or evidence of equivalent experience **(A)**	Experience of delivering advice, advocacy or casework services, preferably within Higher Education, Students' Unions, charities or similar support environments. **(A/I)**
	Experience of advocating on behalf of individuals through formal processes and procedures. **(A/I)**	
	Experience of communicating complex information clearly and accessibly to different audiences. **(A/I)**	Understanding of the challenges and barriers that students may experience within higher education. **(A/I)**
	Experience of building effective working relationships with a wide range of stakeholders and partners. **(A/I)**	Experience of working with elected student representatives, volunteers or student leaders. **(I)**
	Experience of managing competing priorities and delivering operational objectives within a busy service environment. **(A/I)**	Experience of using a case management system (AdvicePro or similar). **(A/I)**
Skills	Demonstrable resilience in handling complex and sensitive situations. **(A/I)**	Ability to design and deliver training, presentations and workshops. **(I)**
	Experience of supporting colleagues or volunteers with the ability to motivate, develop and problem solve. **(A/I)**	
	Ability to exercise sound judgement and make effective	

	decisions in complex, sensitive or high-risk situations. **(A/I)**	
	Strong organisational skills, with the ability to manage competing priorities and meet deadlines. **(A/I)**	Experience of leading projects and working collaboratively across different teams. **(A/I)**
	Ability to maintain impartiality, confidentiality and professional boundaries always. **(A/I)**	
	Strong written communication skills, including report writing and presentation of information. **(A/I)**	
Knowledge	Understanding of confidentiality, information governance and data protection requirements. **(A/I)**	Understanding of Higher Education regulations, governance structures and student rights. **(I)**
	Understanding of student advice, advocacy and support services. **(A/I)**	Understanding of the role of elected officers, student representatives and democratic structures within Students' Unions. **(A/I)**
	Knowledge of current issues and emerging trends affecting students and the Higher Education sector. **(A/I)**	Awareness of good practice in advice services. **(A/I)**
	Commitment to the priorities and values of NTSU **(I)**	Understands what can be recycled on campus, and how to recycle it properly. **(A)**
	Understanding and commitment to equality, diversity and inclusion. **(A/I)**	
	Understanding of safeguarding principles and best practice. **(A/I)**	