

Job Description & Person Specification: Student Advisor

Salary: £23,912 - £27,682 (Grade 4)

(Appointments are normally made at the bottom of the scale [£23,912], with the opportunity to progress through the grade in line with our pay policy.)

Hours: Full time (35 hours per week)

Reporting to: Head of Membership Services

About the Students' Union

Edge Hill Students' Union works with students to make their University experience all they want it to be.

Whatever a students' needs, situation or background; we empower them through partnership.

We deliver events, empower societies, and support individuals with whatever they need to have a great experience whilst fulfilling their ambitions.

We bring creativity, innovation and freedom to the student community, and work with Edge Hill to bring about our shared goal of enabling every student to be the best version of themselves.

About the Role

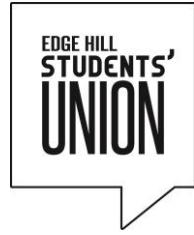
As a Student Advisor, you will deliver independent, confidential and impartial advice and guidance to students of Edge Hill University across academic, housing, welfare and disciplinary issues.

You will be a frontline professional advocate, supporting students to navigate complex university policies, understand their options and achieve positive outcomes while enhancing their overall wellbeing and success.

About You

We are looking for a motivated and compassionate individual who is passionate about supporting students and keen to develop their knowledge and expertise in advice and advocacy work. Supporting students to understand their options and feel confident in their decisions will be central to everything you do.

You will be an organised and approachable professional, able to build trust and maintain positive relationships with students, colleagues and stakeholders. With strong communication skills and the ability to manage competing priorities, you will play a key role in delivering an effective and responsive Advice Centre service.



This is an excellent opportunity for someone looking to build experience in student advice, guidance and representation within a challenging and rewarding Students' Union environment.

Main Responsibilities

Advice & Casework

- Provide high-quality, independent, confidential and impartial advice, information and guidance to Edge Hill University students across a range of issues, including student finance, welfare benefits, housing, academic matters and disciplinary procedures.
- Deliver advice and casework through a range of channels, including in-person appointments, online meetings, telephone support, email correspondence and drop-in sessions, ensuring the service is accessible and responsive to student needs.
- Advise students on student funding and fees, including eligibility, entitlements and processes, and signpost to appropriate welfare benefits and external support where relevant.
- Support students to apply for hardship funding and financial support schemes, providing practical guidance and assistance throughout the application process.
- Provide advice and practical assistance on housing and accommodation matters, including private tenancies, tenancy agreements, deposits and deposit recovery, maintenance and repairs, tenant fees, and tenants' rights.
- Support and advocate for students experiencing issues within on-campus accommodation, including disciplinary or conduct-related matters.
- Assist students pursuing cases beyond the University, including providing guidance on escalation to the Office of the Independent Adjudicator (OIA), Competition and Markets Authority (CMA) and Office for Students (OfS), where appropriate.
- Maintain accurate, up-to-date knowledge of relevant legislation, University regulations and sector guidance, and undertake ongoing training and professional development in student finance, housing and welfare advice areas.

Representation & Support

- Support students through formal University processes, including complaints, academic appeals, disciplinary procedures, fitness to study/practise processes and other regulatory matters.
- Prepare students for meetings, hearings and panels by helping them understand procedures, clarify their options, and present their case clearly and confidently.

- Where appropriate, accompany or represent students at University meetings, panels, hearings and departmental discussions, acting as an independent advocate.
- Liaise constructively with University staff, accommodation providers and relevant external bodies to support positive outcomes for students.
- Provide empathetic, professional support to students during challenging or distressing situations, ensuring appropriate signposting to specialist or wellbeing support services where required.

Service Development & Collaboration

- Contribute to the ongoing development and improvement of the Advice Service by gathering and reflecting on feedback from service users, identifying trends, and supporting the implementation of positive service changes.
- Develop, contribute to and deliver resources, guidance materials and workshops to help students better understand their rights, responsibilities and available support in key advice areas such as housing, academic processes and money matters.
- Accurately record and manage all casework using the Advice Service's case management system, ensuring records are up to date, compliant with GDPR, and maintained to a high professional standard.
- Support the management team by producing data, reports and insights for internal monitoring, Board reporting, annual reports and service reviews.
- Assist with the development, review and implementation of policies and procedures relating to advice provision, student support and safeguarding.
- Record and report instances of hate crime in line with Third Party Hate Crime Reporting procedures and relevant safeguarding frameworks.
- Collaborate with and maintain positive working relationships with a range of internal and external stakeholders, including University departments, the National Union of Students (NUS), other Students' Union advice services, local government bodies and sector networks, to share best practice and strengthen student support.

General, Compliance, and Governance

- To comply with all Health and Safety legislation and internal policies, undertaking relevant training as required.
- Support in the Union's participation in the University deliberative committee meeting and working group structure.
- Ensure strict adherence to General Data Protection Regulation (GDPR) guidelines in all aspects of member data management, privacy policies, and data security protocols.
- Contribute to the management of compliance and risk in own areas of responsibility and contribute to the wider organisational risk register to ensure safe activities for members and others.

- To support with attendance at Open Days and at busy times of the year such as Welcome Week and SU Elections.

This list is not exhaustive and other duties commensurate with the role may be assigned at the discretion of the Senior Leadership Team.

(Assessment Criteria: A = Application, I = Interview, P = Presentation, T = Test)

Person Specification				
Qualifications		Essential	Desirable	Assessment Criteria
1	Educated to degree level or able to demonstrate equivalent relevant professional experience in advice, advocacy, student support or a related field.	*		A
2	A degree or qualification in a relevant discipline, or completion of relevant professional training in advice, guidance or casework.		*	A
3	Evidence of ongoing professional development relevant to advice, advocacy or student support work.		*	A
Experience		Essential	Desirable	Assessment Criteria
4	Experience providing advice, guidance, casework or advocacy in a professional or voluntary setting, within a confidential and client-focused environment.	*		A/I
5	Experience supporting individuals to understand complex information, policies or procedures, and helping them to explore options and make informed decisions.	*		A/I
6	Experience managing a varied workload, including prioritising tasks, maintaining accurate records and working to deadlines.	*		A/I
7	Experience working with sensitive or distressing issues, demonstrating empathy, professionalism and appropriate boundaries.	*		A/I
8	Experience supporting individuals through formal processes, such as complaints, appeals, disciplinary procedures or hearings.		*	A/I
9	Experience using a case management or CRM system to record and manage confidential information.		*	A/I
10	Experience contributing to service improvement, policy development or reporting through feedback, data or insight from service users		*	A/I

Skills & Knowledge		Essential	Desirable	Assessment Criteria
11	Strong communication skills, with the ability to explain complex information clearly, sensitively and appropriately to a diverse student population.	*		I
12	Ability to build trust and rapport quickly, and to work effectively with students experiencing stress, uncertainty or distress.	*		A/I
13	Good organisational and time-management skills, with the ability to manage multiple cases across different advice areas and delivery channels (in-person, phone, online)	*		A/I
14	Ability to assess situations, identify key issues, research relevant information, and support students to explore realistic options and outcomes.	*		A/I
15	Understanding of confidentiality, professional boundaries, data protection and GDPR within an advice or support setting.	*		A/I
16	Competence in using IT systems, including Microsoft Office and case management or database systems, to maintain accurate and compliant records.	*		A/I
17	Knowledge of higher education systems, regulations and student-facing processes, including academic appeals, complaints and disciplinary procedures.		*	A/I
18	Knowledge of student finance, welfare benefits, housing law or tenant rights, or a willingness to develop this knowledge through training.		*	A/I
19	Awareness of escalation routes beyond the University, including the Office of the Independent Adjudicator (OIA), Competition and Markets Authority (CMA) or Office for Students (OfS).		*	A/I
20	Ability to analyse service data and feedback to identify trends, risks or opportunities for improvement.		*	A/I
21	Confidence working collaboratively in cross-functional teams with internal and external stakeholders, including university staff, sector bodies and partner organisations.		*	A/I



Values & Behaviours		Essential	Desirable	Assessment Criteria
22	A commitment to the values of student leadership, empowerment and inclusivity.	*		I
23	Resilient, steadfast, and open to working in an environment of growth and change.	*		I
24	Positive, proactive, with a can-do, solutions-focused approach, and a collaborative and flexible attitude to work.	*		I
25	Able to uphold the values of the Students' Union, demonstrating high standards of integrity, accountability, respect for others, courtesy, and professionalism.	*		I
26	Passionate about working in a democratic environment that is led by students.	*		I
27	Actively committed to promoting equity, diversity and inclusion, and to creating a safe, accessible and inclusive environment for students from all backgrounds.	*		I

Signed (the Employee)**Print Name****Date**

Signed (on behalf of Edge Hill Students' Union Limited)**Print Name****Date**