

## Adviser

DEPARTMENT: Student Influence - Student Advice Centre

DEPT PURPOSE: To provide high quality advice and guidance and use our expertise to support student representation and drive changes in the student experience

REPORTING TO: Student Advice Centre Manager

PURPOSE OF ROLE: To provide University of Sheffield students with specialist advice, support and representation in the areas of academic, housing, and money.

IN PARTICULAR:

1. **Advice and support:** Explore and understand the issues; provide expert guidance to enable the student to make informed decisions.
2. **Casework & Representation:** Manage and undertake casework and maintain accurate records. Provide representation to students at university, tribunal, or any other hearings where necessary.
3. **Social Policy:** Work alongside the SAC manager and colleagues to analyse students' experiences, service usage, casework trends, and social policy developments. This insight will support the SU's campaign activities in collaboration with SU officers and other teams

## Key Responsibilities

Advice and Support	
Provide a comprehensive advice service to clients ensuring all policies and procedures are adhered to.	<ul style="list-style-type: none"> <li>• Clients receive accurate and timely advice and information</li> <li>• Accurate records are kept</li> </ul>
Develop and maintain knowledge of legislation, policies and procedures affecting students.	<ul style="list-style-type: none"> <li>• Advice given is up to date and correct</li> <li>• Clients are presented with all available options and are able to make informed decisions</li> <li>• The excellent reputation of the SAC is maintained</li> </ul>

Development of timely, accurate information and guidance aimed at supporting students to confidently and effectively resolve the problems they face.	<ul style="list-style-type: none"> <li>• Clients are able to access accurate and helpful information</li> <li>• Students and staff feel confident in sign- posting students to the information sources</li> <li>• Students are aware of the support they can access via the SAC</li> </ul>
<b>Casework and Representation</b>	
Provide a comprehensive casework service to clients ensuring all policies and procedures are adhered to, including case management	<ul style="list-style-type: none"> <li>• Casework is undertaken on the client's behalf</li> <li>• Accurate records are kept</li> </ul>
Undertake representation including University hearings and tribunals	<ul style="list-style-type: none"> <li>• Students represented at University hearings and tribunals</li> <li>• The excellent reputation of the Student Advice Centre with stakeholders is maintained and developed</li> </ul>
<b>Social Policy</b>	
Understand the impact of current and proposed legislation, policies, and procedures on students' lives. Collaborate with the SAC team to share casework trends with SU colleagues. Offer knowledge, guidance, and insights to support campaigns and educational initiatives	<ul style="list-style-type: none"> <li>• SSU's campaigning is evidence based</li> <li>• SSU's Officers are well informed about the issues affecting students</li> <li>• The interests of students are fully represented in relevant consultations and with stakeholders</li> <li>• The service supports SSU in delivering systemic changes to reduce problems faced by students in the future.</li> </ul>
Contribute to policy consultation within the SU and nationally through advice networks	<ul style="list-style-type: none"> <li>• High levels of support to student officer priorities is evident.</li> <li>• Providing effective consultation and guidance to officers on policy issues</li> <li>• Impact of activity within specialist areas increases</li> </ul>
To maintain and develop an effective network of contacts within the University and the Union's wider stakeholders	<ul style="list-style-type: none"> <li>• The excellent reputation of the Student Advice Centre with stakeholders is maintained and developed</li> </ul>
General	<ul style="list-style-type: none"> <li>• Such other duties as may be reasonably prescribed, appropriate to the grade and responsibilities of this post</li> </ul>

## Person Specification

Experience	
1	Experience of delivering advice in one of the three areas: housing, money and academic.
2	Experience of advocacy and representation
3	Experience of working within areas of confidentiality
4	Experience of using electronic case recording software (we currently use Advice Pro)
5	Experience of working within an higher education environment
6	Experience of working in partnership and developing relationships with stakeholders
Skills	
8	Excellent advice and casework skills
9	Ability to keep accurate case records
10	Ability to interpret and analyse policy documents, legislation, briefings and data
11	An understanding of the issues facing students in Higher Education
12	Has excellent time management and organisational skills, with the ability to work under pressure and meet deadlines while maintaining attention to detail.
13	Is self-motivated, able to work independently and use own initiative.
14	Is passionate about continuous improvement and making a difference.
15	Possesses excellent professional communication skills (verbal and written) and is personable in their approach.
16	Computer literate to ensure accurate case recording, data collection and communications
17	Ability to work under pressure and meet deadlines
18	Commitment to working for the welfare of students within a democratic organisation
19	Displays a positive 'can do' attitude.
20	Commitment to work in line with our Staff Behaviours.
21	Is able to embrace change, encourage flexibility within the team and is realistic in their approach to work.
22	General welfare adviser training (CAB or equivalent)
23	Provides evidence of a strong record of development and is willing to undertake development related to the role or which supports Sheffield Students' Union priorities.