



JOB DESCRIPTION

Job title: Student Advice Coordinator

Department: Student Opportunities

Salary: £22,347 (Grade C point 1, Pro-rata)

Hours of work: 21 hours per week

Responsible to: Student Opportunities Manager

Scope of duties:

The post holder will provide professional, confidential, and impartial advice, support, representation and information to students at York St John University; maintain and analyse casework records to support the management of the advice service.

The Student Advice Coordinator will provide information and promotion of the advice service through the range of YSJSU and University media.

DETAILED DESCRIPTION OF DUTIES: (NB This list is non-exhaustive)

Casework Management:

- Ensure records are updated regularly to maintain a continuous overview of student progress through university procedures.
- Ensure the maximisation of outcomes for students through the appropriate diagnostic interview and follow up casework, as necessary.
- Maintain appropriate networks with local and national support services, referring students to other appropriate sources of help where necessary.
- Manage sensitive and confidential information and maintain accurate, up-to-date, and confidential records and statistics of casework.
- Produce reports, as required by the line manager, on the use of the Students' Union Advice Service and issues relating to advice provision.
- Identify areas from casework which are applicable to wider student groups which are appropriate for proactive work and social policy development.

Advice and Advocacy:

- Provide non-directive, confidential advice and guidance via telephone, video call, web chat, email and face-to-face to individuals and groups of students.
- Support students through the development and submission of the relevant paperwork for appeals, complaints, and exceptional circumstances.
- Provide in-depth advice and information on relevant university and national regulations, procedures, and policies.
- To represent and advocate for individuals and groups of students within the University regarding, academic appeals, university disciplinary and complaints proceedings, professional suitability panels, academic misconduct meetings and panel hearings, and other formal and informal hearings and meetings.
- Liaison with and make referrals to external agencies, including local authorities, Government departments, and Advice Services.
- Liaise with the University and other relevant agencies to develop a proactive, collaborative, and inclusive approach to student advice and welfare.

Policy and Service Development:

- Contribute to the continuous improvement of the advice service through a reflective approach to personal development, and maintenance of knowledge and networks.
- Identify opportunities to tackle systemic problems for students at York St John University through analysis of casework and trends in the sector.
- Maintain and share knowledge of national best practice, legislation and initiatives in higher education that are relevant to students.
- Understand the relevance of new and/or changes in legislation and policy to students in higher education.
- Establish and maintain working relationships with advice and support agencies within the University (such as the Wellbeing Team and the Law Clinic) and externally within the city of York.
- Provide advice to York St John University on the development of policies and procedures which have a direct impact on students.
- Maintain up-to-date publications, leaflets, and information in the SU building, outreach locations and on the website, release information via social media.
- Identify new publications, leaflets and information that might be of use or interest for students and campaigns.
- Update relevant sections of the YSJSU websites.

Other duties:

- To fulfil other duties and work on other projects as directed by the Student Opportunities Manager.
- Ensure that the highest standards of professional performance are maintained.
- Promote equal opportunities in the work of the department.
- Ensure compliance with relevant legislation and statutory codes of practice.
- Participate in the arrangements for performance review.
- Ensure that professional skills are regularly updated through participation in training and development activities.
- To help raise the profile of YSJSU by participating in induction sessions, University Open Days and other events as required.
- Ensure all Students' Union policies are implemented within the remit of this post.

PERSON SPECIFICATION

	Criteria	(E) Essential (D) Desirable	Measured by:
1	Qualifications and Training		
1.1	Level 2 qualifications in Communication/Literacy and Numeracy (e.g. GCSE English and Maths)	E	A, I
1.2	Educated to a minimum of Level 3 (e.g. A Levels)	E	A, I
1.3	Advice qualification	D	A, I
1.5	Degree (or equivalent relevant work experience)	D	A, I
2	Experience		
2.1	Significant experience of providing advice in a paid and/or voluntary capacity on range of issues	E	A, I, R
2.2	Significant experience of providing casework support to clients	E	A, I, R
2.3	Experience of representation at hearings and negotiation with third parties	E	A, I, R
2.4	Experience of online case recording	E	A, I, R
2.5	Experience of working with multiple sets of regulations	E	A, I, R
2.6	Experience of developing social policy and campaigns	E	A, I, R
2.7	Experience of accurate research and evaluation	D	A, I, R
2.8	Working within the not-for-profit sector	D	A, I, R
2.9	Experience of developing stakeholder relationships	D	A, I, R
3	Special Knowledge, Skills and Ability		
3.1	Knowledge and understanding of the current issues and themes in higher education and the impact these have on students	E	A, I
3.2	Understanding and the ability to maintain confidentiality	E	A, I
3.3	IT skills, particularly Microsoft Office including Word, Access, Excel and Outlook	E	A, I
3.4	Ability to communicate with students and staff at all levels, including leading small group discussions and presentation of information at meetings	E	A, I

3.5	Able to create and maintain good working relationships with a wide range of individuals and groups	E	A, I
3.6	Ability of using social networking platforms in a professional setting, including communicating via digital technology e.g. video calls, web chat and emails.	E	A, I
3.7	Ability to produce advice/information materials e.g. web pages, fact sheets, leaflets etc.	D	A, I
3.8	Knowledge of Students' Unions	D	A, I
4	Disposition/Attitude		
4.1	Excellent oral and written communication skills	E	I, R
4.2	Excellent interpersonal skills and organisational skills	E	I, R
4.3	A high degree of commitment to excellent customer care	E	I, R
4.4	Ability to work well in a team	E	I, R
4.5	Work on your own initiative without close supervision on routine processes	E	I, R
4.6	Good understanding and awareness of equal opportunity issues, legislation and implementation	E	I, R
4.7	Flexible approach to working hours	E	I
5	Special Conditions		
5.1	Eligibility to work in the UK. This role is open to non-UK/Irish applicants subject to current UK Visas and Immigration (UKVI) rules. Please ensure that you have the appropriate right to work in the UK for this role and consult the Home Office website for further information.	E	A
5.2	DBS disclosure	E	A