

JOB DESCRIPTION

Job Title: Student Support Advisor

Grade: SG6

Department: Outreach, Participation and Advice Services (Student and Academic Services)

Responsible to: Student Support Manager

Responsible for: N/A

Key Contacts: Colleagues within Student and Academic Services, Academic staff within faculties

Standard Occupational Classification (SoC code): N/A

Non-Contractual Nature of Role Profile: This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.

PURPOSE OF ROLE

This role will work to ensure that appropriate practical support is available to any student and staff member supporting that student, who may have additional needs due to their personal and/or practical circumstances and those who report experiencing unacceptable behaviour, including bullying and harassment, discrimination, hate incident/crime and sexual misconduct.

KEY ACCOUNTABILITIES

Team Specific:

- To provide coordinated case management, this will include providing specialist and empathetic advice and support to students and staff, including ongoing risk management, ensuring that agreed measures and actions are taken within agreed timescales and that good communication is established and maintained.
- To undertake appointments and drop-in sessions for students online and in person, completing an assessment of needs, identifying appropriate follow up support required, signposting and referring to specialist services for example Student Wellbeing and external agencies as appropriate.
- To support the Student Support Manager to implement and develop bespoke policies and procedures and an operational plan for managing disclosures.

- To record and monitor disclosures and individual cases (for example using Report and Support, the incident management system or where reported directly into Student Support Services), this will include the analysis and interpretation of data and co-management of a risk register.
- To take responsibility for a specific specialism as designated by the Student Support Manager in conjunction with the Senior Student Outreach, Participation and Advice Services Manager.
- To assist with the development of engaging training and educational materials using a variety of delivery methods, facilitating, and delivering awareness training events and maintaining a register of appropriate referral and signposting agencies, internal and external to the university

Generic:

- General duties as required to support the work of the Outreach, Information and Advice Services area and the Directorate.
- To facilitate and actively take part in Outreach, Information and Advice Services activities, section meetings and Office meetings.

Managing Self:

- The post holder will have scope for a significant amount of decision making in their areas of specialism.
- They will need to manage a complex and diverse workload, exercise discretion, initiative and prioritise their own work.
- They will work in a consistent, organised, accountable, and transparent manner, delivering excellent levels of customer service, with empathy and mindful of the diverse needs of a large student population.

Core Requirements:

- Adhere to and promote the University's policies on Equality, Diversity and Inclusion and Information Security.
- Ensure compliance with Health & Safety and Data Protection Legislation.
- Support and promote the university's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible.
- Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content.

Additional Requirements:

Undertake any other duties as requested by the line manager or appropriate senior manager, commensurate with the grade.

This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working hours, to ensure that Student and Academic Services delivers the required level of service.

- A willingness to undertake a health & safety role.
- Any other duties as appropriate to the post and grade.
- A willingness to travel to any of the university's sites as necessary.
- Any other duties appropriate to post and grade.
- A willingness to work with and advise students who have been accused of misconduct in a constructive and non-judgemental way.

KEY PERFORMANCE INDICATORS:

- To provide quality, information, advice, and support to students.
- To produce high quality work delivered to agreed timescales.
- To promote the ethic of continuous improvement and excellent services in the section.
- To contribute to innovation within the section.

KEY RELATIONSHIPS (Internal & External):

- Student Support Manager
- Senior Student Outreach, Participation and Advice Services Manager
- Head of Information, Advice and Participation
- SAS colleagues
- Colleagues at all levels in departments, Schools, Faculties, Directorates and Partner Colleges
- Internal and external agencies

PERSON SPECIFICATION

EXPERIENCE:

Essential Criteria

- Substantial experience of supporting individuals and indepth understanding of the needs of a diverse population of service users.
- Experience of working in an advice and support role, including with those who have experienced unacceptable behaviour.
- Good working knowledge of undertaking risk and needs assessments as they apply to individuals.
- Experience of managing own workload and working without constant supervision.
- Significant experience of working collaboratively in a team environment.
- Experience of writing clear and concise reports and guidance information.
- Experience of project management.

Desirable Criteria

- Experience of working in a support or advice role in Higher Education.
- Knowledge of current policies and procedures in the sector as they relate to bullying, harassment and hate crime.
- Experience of working with individuals accused of unacceptable behaviour.

SKILLS:

Essential Criteria

- High Level communication skills both verbal and written with experience of including a diverse audience.
- Excellent IT skills including word processing, spreadsheets and databases.
- Highly literate and numerate.
- Familiarity with GDPR requirements and an understanding of the importance of confidentiality.
- A student-focused approach.
- An understanding of the concept of continuous improvement.

Desirable Criteria

- N/A

QUALIFICATIONS:**Essential Criteria**

- Degree or substantial equivalent experience in a related field

Desirable Criteria

- N/A

PERSONAL ATTRIBUTES:**Essential Criteria**

- We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Inclusive, Collaborative and Impactful.

Desirable Criteria

- N/A