

Faculty Student Advisor (FSA) - Frequently Asked Questions

1. What does a typical Faculty Student Advisor (FSA) day involve?

Each day as an FSA is varied, but generally, you will be working within a team to:

- Monitor and respond to student queries via email, phone, or online platforms.
- Meet with students face-to-face or online to provide guidance and support.
- Email students regarding submission deadlines, attendance, and academic matters.
- Provide guidance to help students navigate university services and processes.
- Maintain and update information to support team collaboration.
- Coordinate and attend student drop-in sessions.
- Participate in university groups and committees to share insights and contribute to service improvements.
- Be proactive in identifying areas for continuous improvement to enhance student experience.

2. What are the standard office hours?

Full-time FSAs work **35 hours per week**, with start and finish times negotiable within the team's availability. The team ensures coverage for core office hours from **9:00 AM to 5:00 PM**.

3. Is remote working possible?

Yes, FSAs can work from home for **up to two days per week**, subject to completion of training and team requirements.

4. Will I be working in a shared office space on campus?

Yes, FSAs work from a shared office space alongside other members of the faculty team when on campus.

5. Are there any restrictions on taking leave?

FSAs are required to be **on campus during all Induction Weeks** to support new students. Outside of this period, annual leave can be arranged in discussion with your line manager, ensuring adequate team coverage.

6. What faculties and campuses are available for this role?

FSA's may be appointed in the following faculties and campuses:

- **Faculty of Education, Health and Human Sciences** – Avery Hill, Greenwich, or Medway
- **Faculty of Engineering and Science** – Medway or Greenwich
- **Greenwich Business School** – Greenwich

7. What kind of student issues will I be handling?

FSA's serve as the first point of contact for students facing academic or personal challenges, including:

- Academic concerns (e.g., attendance, submission deadlines, assessments)
- Personal issues impacting studies
- Informal complaints and conflict resolution
- Signposting to university support services, such as the Digital Student Centre

8. Will I be involved in university-wide events?

Yes, FSA's assist with key university processes such as:

- Induction and welcome weeks
- Clearing and enrolment periods
- Graduation ceremonies

9. What skills and experience are required for this role?

Ideal candidates should have:

- Experience in a guidance or student support role
- Strong administrative skills and the ability to manage multiple tasks
- Excellent interpersonal and communication skills
- Understanding of equality, diversity, and inclusion principles
- Ability to maintain confidentiality and handle sensitive student issues
- Proficiency in Microsoft Office and other university systems

10. What professional development opportunities are available?

The University of Greenwich is committed to staff development. FSA's will have access to:

- Ongoing training and mentorship
- Opportunities to participate in committees and working groups
- Professional development courses and career progression pathways