

Post Title:

Student Advisor

Responsible to:

Student Advice Manager

Location:

PO Box 397, Walton Hall
Milton Keynes
MK6 6BE

Hours of Work:

Part time, 22 hours per week

Salary:

£32,080 - £37,694,959 (pro-rata)

Duration of post:

Fixed Term for 12 months

Where we are now

The Students' Union is a great employer. It is a progressive, compassionate, caring, and enjoyable place to work. We have talented and motivated people, a fantastic culture, and a united sense of direction. Staff feel very positive about their colleagues, and the supportive and caring organisation we have created. They are proud to be supporting students and to work on issues that really make a difference.

Where we are going

Whether it's sexuality, gender, or any part of identity, we want staff to be able to bring their 'whole selves' to work and live authentically. We want to embrace the ever-changing nature of supporting students, whilst also helping staff keep a work life balance. We want to embrace technology and flexibility whilst also maintaining high quality outcomes. We want to be an employer of choice, somewhere people admire, respect, and want to work for.

About the Role

Student Advisor – Role Profile

Purpose of the role

In this role, you'll play a vital part in the delivery of the Individual Representation service. You will be providing one to one support to students who are experiencing academic difficulties. You will also be involved in raising service awareness of service and student issues to the Student Leadership Team and wider staff.

Core responsibilities of all Grade 6 positions

- Accountable and responsible for delivery of aspects of team business plan
- Support SLT representatives and/or other volunteers as required, often taking on a coaching role to support students.
- Able to research and collaborate on paper submissions or reports to the Board of Trustees/SLT as required.
- Takes a lead in planning, implementation and evaluation of team projects and work.
- Able to use initiative within work to ensure quality and continuous improvement.
- Supports recruitment of Grade 5/6 positions where relevant
- Responsible for project/workstream budgets where delegation has been authorised.
- Able to prepare and deliver presentations and volunteer training where necessary.
- Able to work autonomously on projects, events and workstreams within their area of responsibility.
- Support and contribute to a culture of openness, inclusion and ambition.

Main duties and responsibilities

- Triage and accurately record student queries and flag priority cases.
- To undertake and manage academic casework, ensuring that we provide appropriate, accurate, confidential, independent and comprehensive advice to students. (continued on next page)

About the Role

Student Advisor – Role Profile (continued).

This will involve contact with students face to face, over the telephone, via video conferencing software and on email.

- To ensure the provision of high-quality advice and information on a range of academic related matters including academic appeals, academic misconduct, complaints, disciplinary, extenuating circumstances and fitness to practice issues.
- To build and maintain relationships with university departments, external stakeholders and other bodies as necessary.
- To keep abreast of developments in the Higher Education sector and within the University, ensuring reference material and information systems are effective and up to date.
- Develop a strong understanding of relevant policy, regulations, procedures and past experience with similar cases.
- Assist students in putting together their case, advising on the best way to achieve their desired outcome.
- Provide individual feedback on student submissions, such as appeals and complaints. Where appropriate, act as an advocate of students in non-legal dealings primarily with the University – this will include official hearings held by the University and occasionally writing to the University on behalf of students.
- Assist in maintaining the Hub on our website to ensure relevant policies and procedures are available as well as a comprehensive set of FAQs.
- Ensure that relevant data, including general numbers and anonymised case studies, is maintained and passed on to relevant colleagues for inclusion in key reports and performance management information.

Person Specification

Essential	Desirable
Education, qualifications and training	
Good general standard of education, with GCSE Level Grade A*-C in English and Maths or equivalent.	Experience of Higher Education study and the issues students in the sector face.
Evidenced CPD relating to acting in an advisory capacity, or willingness to work towards.	Project management qualification or experience.
	Mental Health First Aider.
Knowledge, capabilities and experience	
Demonstrable experience of successfully planning and delivering projects with a focus on support and welfare.	Experience of working in a similar democratic or member-led organisation (e.g. student union, charity, public sector).
Strong analytical abilities to process complex paperwork and situations and present information clearly and concisely in writing or verbally	Experience of evaluating projects and services.
Information gathering skills, and demonstrable ability to understand and apply the relevant legislation and policies.	Awareness of academic difficulties that students may face, and the specific challenges of distance learning.
Experience of working with people from a range of backgrounds and needs.	Awareness of current issues affecting OU students.
Awareness of equality, diversity and inclusion issues.	Experience delivering presentations and training to groups.
Experience of customer service, claims handling, case management or similar.	

Person Specification (continued)

Essential	Desirable
Excellent interpersonal skills including highly developed skills in negotiation and influencing.	
Good relationship builder, able to foster good working links inside and outside the organisation	
Digitally adept, agile and enthusiastic.	
High degree of emotional intelligence, who exercises good judgement, sensitivity, tact and diplomacy.	
Confident and assertive, balanced with a respect for others, diplomacy and tact.	
Enthusiasm for the work and strategic goals of the Open SU.	
Highly self-motivated with excellent organisational skills, attention to detail and a can-do positive attitude.	
Flexibility, adaptability, calmness under pressure and resilience.	
Additional requirements and special working conditions	
The role is hybrid with in-person working at the Milton Keynes office as required as business needs dictate. We are happy and open to discuss flexible working arrangements and reasonable adjustments; however, all staff are required to work on a Tuesday each week.	
A flexible approach to work, including a willingness to work evenings and weekends by prior agreement with line manager. This will include a need to work occasional weekends to support face to face or online events within the portfolio.	
Commitment to equality, diversity, inclusion and accessibility.	
Commitment to own professional development.	
Commitment to environmental sustainability.	

