



UNION OF KINGSTON STUDENTS JOB DESCRIPTION

STUDENT ADVISOR - 9 Months Fixed Term **£19,731 pro rata - 21 hours per week including flexible working**

MAIN PURPOSE OF JOB

To provide relevant professional advice services to Kingston University students and to inform the Union's social policy and campaigns work.

WORK LOCATION

Penrhyn Road campus in Kingston-upon-Thames, with regular attendance at all campuses around Kingston.

HOURS OF WORK

21 hours per week flexible working, to be agreed with the line manager. This may include occasional anti-social hours such as evenings and weekends.

REPORTS TO

Representation and Democracy Manager

MAIN DUTIES AND RESPONSIBILITIES

- Support the delivery of the Union's strategic plan, by aligning Union advice services with the Union's 20:20 vision and strategic goals
- Ensure effective performance against budgetary targets, strategic and business planning objectives and key performance indicators
- Support development of advice service strategy and feed into the Union's planning process
- Work collaboratively with colleagues and officers across the Union to grow and develop the Union's advice services

Operational

- Undertake casework with students which may involve face to face, telephone or email contact
- Act as an advocate for students, where appropriate
- Maintain accurate and confidential records of all casework
- Monitor trends and report these back to officers and managers
- Develop and maintain an up to date knowledge of university procedures and policies; and keep the officers and managers informed of any changes
- Maintain an up-to-date knowledge and awareness of academic and welfare-related advice provision

This job description and person specification is a statement of requirements at the time of writing and is not contractual. It should not be seen as precluding future changes after appointment to this role.



- Support the Representation and Democracy Manager to ensure professional standards of advice services
- Signpost students to the relevant university and Union support areas

Teamwork

- Liaise with elected officers and other staff to enhance the delivery of face to face advocacy
- Liaise with officers and other staff to ensure adherence to best practice

Communication

- Support the preparation of statistical reports to demonstrate trends in advice services which may guide or support the Union's representation and campaigning functions
- Support the preparation of qualitative research and reports to demonstrate feedback from our members regarding advice services
- Liaise with university staff and external bodies to enhance the reputation of the Union advice services

PERSON SPECIFICATION

QUALIFICATIONS

- Educated to A Level or equivalent.
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EXPERIENCE AND SKILLS

- Previous experience in an advisory role or a strong interest in student welfare issues with a willingness to learn (Desirable)
 - Excellent attention to detail and experience of preparing documents to a high standard without supervision (Essential)
 - Excellent organisational skills with the ability to prioritise (Essential)
 - Excellent Microsoft Office skills and computer literate (Essential)
 - Ability to communicate both spoken and written with a range of colleagues (Essential)
 - Excellent customer service skills. (Essential)
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VALUES AND ATTITUDES

- A strong team player
- High level of self-motivation and pro-activity
- The ability to work confidentially and be able to remain professional, positive and calm under pressure
- The ability to communicate assertively, confidently and clearly at the most senior levels inside and outside the Union
- Use initiative/problem solver
- Able to work without close supervision
- Honest with Integrity
- Flexible and approachable disposition

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COMPETENCIES

- **Accountability:** takes personal responsibility for the part they play in our student body and wider society
- **Student focus:** keeps the needs of students at the heart of activities
- **Personal effectiveness:** consistently role models high standards and good practice
- **Inclusivity:** applies an understanding of equality and diversity to strengthen positive engagement in all our students' union's activities and services
- **Results focused:** maintains commitment to targets and results, striving consistently to achieve them
- **Communications:** helps to provide clear, consistent and appropriate messages at all levels of our students' union and beyond
- **Political awareness:** applies an appreciation of the political environment in which our students' union operates
- **Motivational leadership:** actively leads, establishes expectations, accountabilities, purpose and vision, creating an environment where others can achieve optimal performance

Signed by employee: _____

Date: _____