Adviser
Job Description

Salary: **£29,747 PA**

Responsible to: **Advice Manager**

This job description is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.

1. Purpose of Post:
To undertake advice and case work to support Sheffield Hallam students on a range of issues that may affect them during their course.

To be an integral part of the Advice Team delivering and promoting a quality Advice Service that is relevant and accessible to all our students.

2. Main Duties and Responsibilities

Provision of advice and casework

- Provide accurate and comprehensive advice on a range of advice issues and undertake complex casework, including but not limited to *Housing Advice, Student Funding Regulations, Welfare Benefit Calculations and Challenges,* and advising on *University Regulations.*
- Deliver advice and information at both University City and Collegiate campus' Students' Union advice locations, using a range of methods for example, face to face, telephone and email.
- Provide representation at university meetings and hearings.
- Challenge decisions that affect students.
- Manage and prioritise own case load, effectively managing time and systems to record cases, monitor and meet deadlines, carry out research and respond to clients with the information they require within an appropriate timeframe.
- Carry out peer file reviews as part of the service's quality control processes.
- Carry out appropriate referrals to specialist agencies where required, in line with the Advice Service's policies.
- Advocate and promote self-help skills.

Social policy and working with stakeholders

- Work with the Advice Team to raise awareness of trends and issues identified through case work, in order to support the Students' Union's strategy in relation to insight, student rights and campaigns.
- Contribute to University and Students' Union projects and working groups, to champion the perspective of the Advice Service and our clients.
- Build and maintain relationships stakeholders to facilitate new and improved processes, grow the service, and support students through collaborative working.

- Work within the Students' Union and the university to improve the student experience

Development and enhancement of the Advice and Information Service

- Take responsibility for monitoring updates in allocated area of responsibility and undertake continuing professional development.
- Undertaking training and sharing learning with the rest of the team through briefings and peer training.
- Supporting the induction and training of new staff.
- Contribute to the development of digital self-help resources as well as promotional and publicity materials.
- Contribute to the development and delivery of operational plans in order to achieve targets and key performance indicators.
- Work with team to continuously improve service delivery.

Hallam Students' Union

Adviser
PERSON SPECIFICATION

	Requirements	Essential Desirable	Assess by*
1	**Qualifications/Training**		
1.1	Good general level of education, typically to degree level **or** evidence of equivalent experience.	E	A
1.2	Evidence of training in an advice work area	E	A
2	**Experience**		
2.1	Experience of providing Advice **and** undertaking casework in at least **one** or more of these areas Housing legislation, Student Funding regulations, Welfare benefits (such as universal credit calculations and challenging benefit decisions).	E	A/I/T
2.2	Experience of carrying out research from trusted sources and interpreting complex legislation and regulations.	E	I/T
2.3	Awareness of the issues involved in working in a confidential environment, the need to maintain professional boundaries, and use of appropriate referrals.	E	I
2.4	Experience of managing difficult conversations and dealing with conflict or challenging circumstances.	E	I
2.5	Be able to demonstrate effective team working.	E	I
3	**Knowledge, Skills & Attributes**		
3.1	Ability to manage own performance effectively in order to achieve service objectives and targets.	D	I
3.2	Effective communication skills, both written and verbal, able to explain complex information clearly in writing and in person.	E	A/I/T
3.3	Ability to build strong working relationships and to communicate with people at all levels.	E	I
3.4	Ability to use standard and bespoke IT packages, Internet, E-mail, and other information systems effectively.	E	A/I
3.5	Excellent time management skills and ability to work well under pressure and to appropriate deadlines.	E	I
3.6	Experience of producing self-help resources, website content, and publications for students and relevant third parties, and of developing and maintaining adviser resources to facilitate consistency of advice across the service.	D	A
3.7	Understanding of the current issues affecting students, Students' Unions and Higher Education institutions.	D	A

*Assessed by: A – application form, I – interview process, T – task or presentation