

Adviser

£29,747

35 hours

We're looking for an experienced Adviser to join Hallam Students' Union Advice Service, providing information, advice, casework and representation to students on a range of issues, including university regulations, policies and procedures, student funding, welfare benefits, consumer advice, housing matters such as tenancy agreements, landlord and tenant rights and responsibilities, deposits and repairs.

Who we are

The Students' Union represents Sheffield Hallam University's community of over 30,000 students, providing opportunities, services and support that help students make the most of their university experience. Our Advice Service offers free, independent and confidential advice, helping students understand their options, navigate complex procedures and make informed decisions.

What's the job?

You will manage a varied caseload, providing advice, casework and representation on a range of issues and supporting students through complex regulations and procedures. Alongside casework, you will contribute to the development of guidance materials and advice resources. The role is based within the Students' Union Advice Service and involves working across both the City and Collegiate campuses.

Who you are:

This is not an entry-level role. You will have substantial experience of delivering advice and managing complex casework within a professional advice setting such as a Students' Union, Citizens Advice, Shelter or a similar organisation. Previous student advice experience is not essential, but you must be able to demonstrate significant knowledge and practical experience in at least one of our core advice areas. Training and support will be provided to develop knowledge across the wider range of advice topics delivered by the service.

You are skilled at researching and interpreting legislation, regulations and policies, and can translate complex information into clear, practical advice for a range of audiences.

You are organised, approachable and able to manage competing priorities in a busy environment. With strong research and digital skills, you communicate effectively through a variety of channels, including one-to-one advice, training delivery, online resources and web content. You are committed to empowering students to understand their options, make informed decisions and resolve issues independently wherever possible.

Why apply?

No two days in the Advice Service are the same. This is an opportunity to make a real difference to students facing complex and challenging situations. We offer a progressive working environment, generous annual leave, flexible working arrangements and opportunities for personal and professional development. We are committed to equality of opportunity and welcome applications from people of all backgrounds, identities and experiences.

We're committed to equality of opportunity for all. We welcome applications from individuals regardless of their race, ethnicity, sexual orientation, religion, age, gender, or disability status. We want to support diverse and inclusive work environments and are actively looking for people who share our values.

For further information and an application pack (please note we do not accept CVs without the supporting documents), please visit the Sheffield Hallam Students' Union website

<https://www.hallamstudentsunion.com/jobs-with-shusu/>

Closing date for receipt of all applications is **10am on 19 October 2026**

Interviews are currently planned to be held on **Tuesday 27 October 2026**. A Competency task will be sent out to shortlisted candidates on **Friday 23 October** to be completed by **10am Monday 26 October**.