

Student Adviser

Work Area	Support and Wellbeing (www.strath.ac.uk/studentsupportwellbeing/)		
Directorate	Student Experience And Enhancement Services (www.strath.ac.uk/sees/)		
Staff Category	Administrative and Professional	Reference No	16713
Reports To	Senior Student Adviser	Grade:	6
Salary Range:	£26274 - £29552	Contract Type:	Fixed Term (12 months)
FTE:	0.8	Closing Date	Friday, 24 April 2015

Job Advert

Working within the University's Advice Centre, the Student Information and Advice team provides a support and advisory service to all students of the University. You will support the delivery of this service with a dual focus on general advice to all students on all aspects of the student lifecycle and provision of immigration advice.

You will play a key role in supporting students from the pre-entry stage and throughout the course of their studies, and be involved in the on-going development of policies and procedures relevant to the team's work.

Educated to at least HNC/HND level or equivalent, you will have the potential to develop a strong client-focussed approach to advice, have excellent administration and IT skills, and the ability to work with the highest levels of accuracy and attention to detail. Strong communication and interpersonal skills are essential, as is the ability to work within firm deadlines and in line with the requirements of a compliance framework.

Relevant employment experience in a customer facing role is essential, as is the ability to establish and maintain a professional yet empathetic rapport with student clients. Experience of dealing with immigration matters is also desirable.

The normal working pattern will be four days per week, but there will be an expectation that the postholder will work additional hours during peak periods (September-October and January).

Job Description

Brief Outline of Job:

The Student Adviser plays a key role in the provision of advice services to all students of the University. Working as part of a small team within the Advice Centre, the role will also work with colleagues across the Student Experience area and within academic faculties in supporting students. As part of an Advice Centre team, the post holder will also work with colleagues on wider student support and wellbeing initiatives.

Main Activities/Responsibilities:

- I. Provide advice to home and international students on all stages and aspects of the student lifecycle such as considering taking time out of their studies or changing their course, withdrawals, progress issues, complaints and appeals and act as a first point of contact for students needing information and advice on other matters for which a referral may be necessary.

2.	Provide information, advice and guidance to students on immigration matters related to their studies, including advice on entry clearance applications, extensions of stay, dealing with refusals and on conditions of stay. This will include one-to-one advice, presentations and occasional workshops.
3.	Give occasional presentations to students, staff and visitors about aspects of the postholder's work and the work of the Information and Advice team.
4.	Develop and promote effective information material for students on matters relating to the work of the Information and Advice team, including the maintenance and development of online and self-help materials including the Team's web pages.
5.	Support the Senior Student Support Adviser and Senior Student Adviser in preparing and delivering pre-arrival information and post-arrival support activities to students, including welcome and orientation arrangements for international students and ongoing activities throughout the academic year
6.	Contribute to the team's administration of the Student Engagement and Attendance Monitoring System (SEAMS) for Tier 4 students, and related reporting and compliance activities by supporting the Student Information and Advice Officer with primary responsibility for this area of work.
7.	Administer the University's processes for issuing Certificates of Acceptance for Study (CAS) for continuing students and procedures for submitting applications for extensions of stay under the Home Office Student Batch Scheme.
8.	Manage and prioritise workload so that business critical issues are resolved within tight deadlines and exercise judgement in dealing with unforeseen problems which arise in working with students. In particular ensure that Tier 4 compliance deadlines and time limits for submission of student applications to the Home Office are met.
9.	Work with colleagues within the Student Support and Wellbeing area, the Student Experience and Enhancement Directorate and the wider University community to provide excellent support services to students by maintaining knowledge of the range of support services available and the range of issues students may present, making referrals to other services where appropriate and participating in activities such as promotional events and information campaigns.
10.	Contribute to the development, promotion and maintenance of The Advice Centre as an excellent student-facing source of information, advice and guidance by working with Student Support and Wellbeing colleagues to provide a seamless service to Advice Centre users.
11.	Undertake other duties as appropriate to the grade and content of the post, as directed by the Head of Student Experience. This list of duties is therefore not exhaustive.

Person Specification

Educational and/or Professional Qualifications

(E=Essential, i.e. a candidate must meet all essential criteria to be considered for selection, D=Desirable)

E.1 Relevant HNC/HND and appropriate experience or considerable equivalent experience

D.1 A relevant vocational qualification such as SVQ/NVQ Advice and Guidance.

Experience

E.2 Experience of working in a client-facing role dealing with students, or other client groups/members of the general public providing information, advice or guidance.

D.2 Experience of working with students within a further or higher education setting.

D.3 Experience of dealing with Tier 4 issues in further or higher education in the area of advice and support, admissions or student administration

Job Related Skills and Achievements

E.3 Excellent verbal and written communication skills.

E.4 Ability to analyse and suggest approaches to complex practical problems.

E.5 A demonstrable understanding of key issues in the area of student support and wellbeing.

D.4 Knowledge of the UK immigration system as it affects students

D.5 Knowledge of current issues in UK Higher Education

D.6 Excellent practical aptitude in using IT systems to support administrative and client service provision

Personal Attributes

E.6 Ability to work impartially and sensitively with a culturally diverse client group with a wide range of academic and personal needs.

E.7 Ability to work with a high level of attention to detail and with a high level of accuracy to strict deadlines.

E.8 Ability to work effectively as part of a team.

E.9 Ability to work independently and use judgement within the framework of agreed procedures and priorities.

E.10 Ability to learn, understand and maintain knowledge of complex and changing guidance and to relate that guidance to individuals' situation

Application Procedure

Applicants are required to complete an application form including the name of three referees who will be contacted before interview without permission, unless you indicate that you would prefer otherwise. Applicants should also submit a Curriculum Vitae and a covering letter detailing the knowledge, skills and experience you think make you the right candidate for the job. Applicants should also complete the Equal Opportunities Monitoring Form.

Other Information

Further information on the application process and working at Strathclyde can be found on our website (<http://www.strath.ac.uk/hr/workforus>).

Probation

Where applicable, the successful applicant will be required to serve a 9 month probationary period.

Pension

The successful applicant will be eligible to join the Universities' Superannuation Scheme. Further information regarding this scheme is available from [Payroll and Pensions](#).

Equality and Diversity

We value diversity and welcome applications from all sections of the community.

The University currently holds a Bronze Athena SWAN award, recognising our commitment to advancing women's careers in science, technology, engineering, maths and medicine (STEMM) employment in academia.



Conditions of Employment

Administrative and Professional Services Staff Grades 6 and above

1. GENERAL CONDITIONS

Members of staff are subject to the Charter and Statutes and the Ordinances and Regulations of the University, published in the Calendar, and to any amendments or additions thereto approved by the University Court and, in the case of the Charter and Statutes, the Privy Council. Staff are also expected to familiarise themselves with, and adhere to, general University policies and procedures, as published on University web pages.

The University Court recognises Strathclyde University and College Union (SUCU) as the sole body with which it will negotiate and consult on all collective issues concerned with the terms and conditions of employment of Administrative and Professional Services staff in Grades 6 and above. Such terms and conditions may be varied by the University Court after negotiation and consultation with SUCU.

Each member of staff is responsible for the proper performance of allocated duties to the person or persons specified in the member of staff's letter of appointment and any accompanying papers.

The University is committed to ensuring that its business is conducted in an open and transparent manner and will take all appropriate steps to address risks of bribery or corruption. Members of staff are required at all times to act honestly and with integrity and to safeguard the resources for which they are responsible. The University has in place a robust Public Interest Disclosure (Whistleblowing) Policy to enable concerns to be brought to its attention. This is available at www.strath.ac.uk/publicinterestdisclosure. Other relevant policies, e.g. Fraud Prevention and Conflicts of Interests, can also be found on the University's website.

Any member of staff may at any time be exposed to commercially sensitive information, information related to potentially valuable intellectual property or information which may otherwise be of a confidential nature. This information, which could be found anywhere in the University, may be written or disclosed orally, can include information of a commercial or technical nature, and may be owned by the University or by third parties. The University requires all employees to keep any such information confidential in the first instance and not disclose, publish or otherwise disseminate it without prior consent of the University. Such confidentiality obligations are commonplace and in the commercial interests of the University. When in doubt advice should always be sought from Research and Knowledge Exchange Services prior to disclosure.

The University operates probationary periods for new staff, the duration of which will be specified in individual letters of appointment. The normal probation period for posts in this staff category is 9 months for those at grades 6 and 7, and 12 months for grades 8 and above. Further guidance on probationary procedures is published at www.strath.ac.uk/hr.

Further information on the terms and conditions specified in this document and other staffing policies and procedures can also be found at www.strath.ac.uk/hr.

2. SALARY

Appointments are made at an appropriate salary point on the University's grading structure, with initial placing determined according to qualifications and experience. Increments are paid to staff on 1 April each year, when the employee has a minimum of 6 full months of service, allowing progression to the next point on the salary scale until the top guaranteed point of the scale is reached.

Arrangements in relation to overtime, additional hours, non-standards and on-call working are published at www.strath.ac.uk/staff/policies/hr

Salaries are paid directly to staff members nominated bank account, normally on the second last working day of the month.

3. HOURS OF WORK

The normal working week is 35 hours. Unless otherwise indicated in an individual's letter of appointment, the normal hours are 9.00am to 5.00pm Monday to Friday with a one hour lunch break. Certain members of staff may be required to work some hours outwith this normal pattern and this should be agreed locally.

Overtime rates do not apply to staff grades 6 and above. Where a Head of Department/School/equivalent requests additional work, above the standard working week to meet the particular requirements of the Department, equivalent time off in lieu may be granted by prior agreement.

4. HOLIDAYS

Annual leave entitlement is 31 days per year to be taken by agreement with the line manager. For staff members working on a part-time basis, holidays will be calculated on a pro-rata basis. For calculation of entitlement, annual leave accrues on the basis of 2.5 days per complete calendar month to be taken within the leave year which begins on 1st October.

In addition to annual leave there is an entitlement to eleven public holidays per year which should be taken on days that the University is closed for this purpose. The University presently closes for four additional days over the Christmas and New Year period. **These additional days count against the annual leave entitlement.**

Annual leave and public holiday entitlements should be taken in the leave year to which they relate. Up to five days leave can be carried forward into the new leave year subject to line management agreement. In exceptional circumstances, Heads of Department/School/equivalent may approve carry forward of accrued annual leave in excess of five days.

The University's expectation is that staff take all accrued holidays prior to their termination date.

5. SICKNESS ABSENCE

During any period of absence through illness or injury provided the appropriate notification and certification procedures have been followed the University will pay a member of staff (having taken account of the aggregate of all periods of absence due to illness during the twelve months immediately preceding the first day of the current absence) as follows:

Period of Continuous Employment at start of absence from work	Full Pay	Half Pay
Less than 1 year	1 month	1 month
1 year but less than 2 years	2 months	2 months
2 years but less than 3 years	4 months	4 months
3 years but less than 5 years	5 months	5 months
5 years or more	6 months	6 months

In order to manage the University's sick pay scheme the University requires to maintain sickness absence records on individual members of staff. When making payments after the expiry of statutory sick pay the University will deduct an amount equivalent to any benefit normally payable by the Department of Work and Pensions. For full details on the general University policy in this area please refer to the Sickness Absence Management Policy at www.strath.ac.uk/staff/policies/hr.

6. PENSIONS

New members of staff, under age 75, will be admitted to membership of the Universities Superannuation Scheme on taking up appointment unless they notify the University in advance, at the point of signing their contract letter, that they do not wish to be admitted to membership of USS. USS requires a contribution from the member (currently 6.5 per cent of salary for the Career Revalued Benefits section of the scheme and 7.5% for the Final Salary section of the scheme), to which a contribution of salary is added by the University as required by USS. If a new member of staff has previously been a member of USS and rejoins the scheme on or after 1 October 2011 they will be eligible to re-join the Final Salary section of the scheme if they:

- left before 1 October 2011 and have deferred benefits in USS and are re-joining before 1 April 2012; or
- leave the Final Salary **section** after 30 September 2011 and rejoin the scheme within 30 months of leaving.

New members of staff may opt out of USS within three months of taking up appointment and will then be treated as if they had never been members. After three months members of staff who wish to withdraw from USS during their employment will be required to give a minimum of 28 days' notice in writing to the University. Any member of staff who wishes to opt out should contact the Pensions Section in the first instance.

A new employee's guide to joining USS is issued with the offer letter. Full details of the Scheme are available for reference purposes at the Pensions Section of Finance Office, John Anderson Campus.

7. PLACE OF WORK AND RESIDENCE

Members of staff will be based on the John Anderson Campus, unless otherwise stated in the letter of appointment. The Department/School in which the post is initially placed will be specified in the letter of appointment although there will be an expectation to work at such other places as required in the course of employment.

If the need arises for members of staff to work outside the UK for a period (or periods) of more than one month then such arrangements will be subject to mutual agreement. Members of staff would then be provided with a statement in advance setting out the terms covering such periods of employment.

The University does not normally place specific restrictions upon the place of residence of members of staff. All staff are, however, expected to reside in a location which is compatible with the satisfactory fulfilment of all the duties associated with their appointment.

8. CONSULTANCY/FURTHER ACTIVITIES

To support the strategic objectives of the University and to facilitate individual professional development, the University encourages staff to engage in professional activities with outside bodies related to their field of work. In many cases, such activity will be approved on the basis that it represents University knowledge exchange activity and should therefore be treated as part of the individual's overall workload and managed through the University's systems. It is also recognised that there will be some cases where an activity is entirely separate from the University and should thus be notified/approved as a personal business activity. For further information please refer to the "University Procedure in relation to Work for Outside Bodies including Consultancies", which forms part of the employment contract and can be accessed at www.strath.ac.uk/hr

9. DISCIPLINARY AND GRIEVANCE PROCEDURES

Further information on the University's disciplinary and grievance procedure can also be found at www.strath.ac.uk/policies/hr or on request from Human Resources.

10. NOTICE AND TERMINATION

If the appointment is for a fixed term it will expire at the end of the period without the necessity for notice. Fixed term contracts of one year or less may be terminated by either party short of the expiry date by the serving of one month's notice in writing. Where fixed term employment extends beyond one year the normal contractual notice clause below applies. For Grades 6 to 10 inclusive the employment contract can be terminated by either party by the serving of three months' notice in writing. For those appointed above Grade 10, this notice period is 6 months. During the probationary period a one month notice period applies. If notice is being given by a member of staff earlier release may be granted if this can be arranged without detriment to the work of the department or area.

Revised Jan 2014