

<b>Post Title:</b>	Education & Welfare Advisor
<b>Responsible to:</b>	Community, Advice and Support Manager via the Senior Advice Coordinator
<b>Responsible for:</b>	Student Staff Team (as appropriate)
<b>Grade:</b>	Guild Grade C

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**Organisation:**

The Community, Advice & Support Department manages the Guild's support and activity associated with the health, wellbeing and support of students at the University, and sits within the Community & Representation Directorate. The Community & Representation Directorate is one of four at the Guild, reporting to the CEO alongside the Directorates of Operations, Finance & Systems and Engagement.

**Job Purpose:**

The Education & Welfare Advisor role is to support delivery of the Community, Advice and Support departmental plan. We expect Coordinators to help to create an inclusive and engaging environment for all.

The role is required:

- To provide high quality advice and guidance to students on a wide range of issues relating to education, housing, wellbeing, and money advice.
- To empower students to effectively manage their studies, health and wellbeing.

Success in the role will require a highly student and customer focused approach together with an emphasis on teamwork. The role involves collaboration with internal and external stakeholders, acting as a positive ambassador for the Guild and facilitating under-represented groups to find a comfortable place here. Supporting a culture of ambitious targets and a positive team spirit are also key. Advisors are expected to follow the Guild's competency framework, which should be read in conjunction with this job description.

### Key Role Responsibilities:

1. To work with the Senior Advice Coordinator and the Community, Advice and Support Manager to support, advise and represent students of the University of Birmingham.
2. To undertake casework; assessing a client's requirements and providing appropriate high quality advice, or referrals to specialist agencies, either within the University or externally.
3. To advise and support students through their right of representation.
4. To keep up-to-date on current student education and welfare issues and publish these as required, in agreement with the Senior Advice Coordinator and the Community, Advice and Support Manager
5. To help maintain accessible information systems, in partnership with the Community, Advice and Support department on Higher Education issues, University committees and local and national legislation.
6. To keep up-to-date with developments in Higher Education and within the University, ensuring reference material and information systems are effective and up-to-date.
7. To maintain statistical records, reviewing trends in casework and to assist in writing reports when required
8. To assist the Community, Advice and Support Manager in the training and supervision of Advice Reception staff.
9. To ensure that Guild Advice is operational during opening hours and to support the helpdesk providing a customer focused service for all users.
10. To recommend to the Senior Advice Coordinator and the Community, Advice and Support Manager strategies to improve the standards of the service provision and undertake any project work at their request.

11. To develop and maintain effective relationships with relevant local and university stakeholders.

12. To identify improvements and recommend these to the Senior Advice Coordinator and the Community, Advice and Support Manager for consideration.

### **General Duties:**

1. To undertake appropriate induction and ongoing training and personal development, as required for the role.

2. To adhere to all Guild policy with reference to HR, staffing, health and safety, data protection, environmental and any other specific Guild Policy which impacts upon your role or that of the team.

3. To be familiar with the Guild's competency framework, striving always to demonstrate the positive behaviours which drive the highest standards of personal and organisational performance in supporting our students. Grade C Advisors should be developing within level 1 of the six competencies (Student and Customer Focus, Accountability, Results Focus, Inclusivity, Communication and Teamwork) which is designed to support staff to achieve high performance.

4. To act as a role model in portraying a positive image of the Guild both internally and externally, acting as an ambassador and displaying high standards of personal integrity and professionalism.

5. To support the work of the Guild Advice team, where necessary, in the event of sickness, holiday or other exceptional circumstances.

6. To undertake such other duties as may be reasonably required, consistent with the nature and grade of the post.

## Person Specification: Education & Welfare Advisor

You must be able to demonstrate in your application that you have;

	Essential	Desirable
<b>QUALIFICATIONS</b>		
Good general education, A level or beyond, typically including Math's and English at least to GSCE C or equivalent	✓	
<b>KNOWLEDGE AND EXPERIENCE</b>		
Good experience of working in an advice setting providing face-to-face support and ongoing case working for clients	✓	
Excellent knowledge and experience of at least one of the following areas: academic issues, housing concerns/ law, wellbeing and money issues.	✓	
Proven experience of using own initiative for problem solving in professional context	✓	
Experience of supporting clients with mental health and wellbeing		✓
Experience of working with students		✓
<b>SKILLS AND ABILITIES</b>		
Information gathering skills, including acquiring knowledge of relevant legislation, up and coming changes to policy that may affect students	✓	
Strong analytical abilities to process complex paperwork and situations	✓	
Ability to establish strong working relationships with a wide range of individuals both within and outside the Guild of Students and the University, including students, Guild Officers, Senior Management, welfare organisations	✓	
Ability to assess client needs and respond appropriately	✓	
Ability to work positively and cooperatively in a small team of advisors	✓	
Ability to work independently and to prioritise a busy caseload	✓	
Ability to negotiate effectively	✓	

Ability to instil confidence in service users and to promote a self-reliant approach wherever possible	✓	
Ability to present information clearly and concisely in writing or verbally	✓	
Good IT skills including proficiency in Microsoft Office including word processing and spread sheets	✓	
Ability to communicate effectively with students one-to-one and in groups	✓	
Ability to work effectively within a democratic structure	✓	
A willingness to learn new skills as required and undertake appropriate training	✓	
Able to adapt in a changeable environment, to best meet the needs of Students	✓	
An understanding of the issues facing students in higher education today		✓
<b>PERSONAL QUALITIES</b>		
Motivated by working in a student-led, democratic workplace	✓	
<b>Student &amp; Customer focus:</b> Keeps student leadership and the needs of students and customers at the heart of activities	✓	
<b>Accountability:</b> Takes personal responsibility for the important role they play in the Guild's work and in wider society	✓	
<b>Results Focus:</b> Strives for the best results – gets things done on time and to a high standard	✓	
<b>Inclusivity:</b> Values diversity - works to create an inclusive and engaging environment across all our activities and services	✓	
<b>Communication:</b> Communicates clearly and appropriately to people across our students' union and outside	✓	
<b>Teamwork:</b> Builds good relationships and works effectively with a range of people to deliver our shared goals	✓	