

# Student Adviser

## Job Specification

Date created: March 2024

### JOB DESCRIPTION

*Please note that although this recruitment advert has been posted with the job title Student Adviser, the contractual job title for this role will be Student Guidance Officer*

Employment status: Permanent, full time or part time hours considered

Hours: Full time hours at UCEM are 35 per week, Monday to Friday 9.00 a.m. to 5.00 p.m. and this role follows this pattern. Part time hours for this role are 17.5 hours per week and must include 8.30 a.m. to 4.30 p.m. on Fridays and 10.30 a.m. to 3.45 p.m. on Wednesdays

Location flexibility: The place of work for this role is **Horizons based**, with the majority of your working week spent at our office in Reading and the rest at your home\*; the exact split of days/hours is negotiable but must include a minimum of three working days per week spent at Horizons. However, you may work more in the office should you wish.  
*\*Please note working at home is only possible if your environment meets certain conditions – see our Future Ways of Working at UCEM document*

Department: Student and Registry Services

Line manager: Ella Wheeler, Head of Student Support

### Role summary

An opportunity has arisen for someone passionate and enthusiastic about providing information and advice to join our busy Student Engagement team, supporting students and helping to remove any barriers they experience to their learning and success.

UCEM's Student Engagement team are members of AdviceUK and are part of the wider team who hold the Matrix accreditation for the delivery of high-quality information, advice and guidance.

The team are the first point of contact for students seeking help and support on a wide range of topics relating to their studies. You will support students by problem-solving with them, providing information and advice, and helping them to access university resources and services. You will work with students on the phone and online, liaise with colleagues across the university, and be an important part of ensuring our students reach their potential.

This role provides an excellent opportunity for someone looking to start or progress a career in Higher Education and/or student services.

# Job Specification

## Role accountabilities and responsibilities

- Provide a positive, friendly and supportive service to students who contact UCEM for support and/or advice.
- Respond to and resolve student enquiries on a wide range of matters within service level agreements. Where resolution is not possible, provide timely referrals to a specialist. Information and advice could be given by telephone or via UCEM's enquiry management system (Student Central).
- Take ownership of student enquiries from first point of contact through to resolution, liaising with colleagues or other departments for information and assistance where required.
- Record all student contact accurately using Student Central and use other information sources to investigate and resolve student queries.
- Initiate student referrals to relevant UCEM support teams where appropriate (e.g. Disability and Welfare team, academic teams).
- Ensure student facing information, advice and guidance is regularly updated and accessible to students.
- Support with online events such as New Student Orientation and Welcome Back Week.
- Proactively participate in team meetings, training sessions and semesterly debrief meetings, positively contributing to the development of new ideas.
- Contribute to the creation and maintenance of team information resources and documentation.
- Assist the Head of Student Support with data collation.
- Ensure you remain up to date with UCEM policies and procedures, especially where they relate to advising students.
- Undertake other such duties of a similar nature that fall within the scope of the role, and which may be required.

Line management responsibility:	NONE
Budget responsibility:	NONE
<u>In this role you will liaise with:</u> Students (including international students), Apprentices, Employers, Academic Registry, Disability and Welfare team, Finance team, Student Community team, Admissions, Academic Colleagues, Business Development, Programme Leaders, Careers consultant, Academic Facilitators, Apprentice Outcomes Officers, Core Services and IT.	

## PERSON SPECIFICATION

Assessment Criteria: A = Application I = Interview T = Test

X denotes both essential and desirable requirements plus how these will be assessed

Qualifications and training	Essential	Desirable	A	I	T
GCSE Maths and English Language Grade C or 4 or above	X		X		
Further/Higher education level qualifications		X	X		
Information, Advice & Guidance qualification/training		X	X		
Coaching or Counselling qualification/training		X	X		
Customer service and/or telephone skills training		X	X		

# Job Specification

*Please be aware that as part of onboarding processes, we will seek original documentary evidence of the relevant academic and/or professional qualifications which you include within your job application*

Previous experience	Essential	Desirable	A	I	T
Experience in a student or customer facing role	X		X	X	
Experience within the education sector		X	X	X	
Robust experience of office and administration work	X		X	X	
Using a database and or enquiries/customer management system		X	X	X	
Familiarity with online learning environments and working online with customers and colleagues		X	X	X	
Experience of successful team working	X		X	X	
Skills, knowledge, and aptitudes	Essential	Desirable	A	I	T
Strong verbal and written communication skills	X		X	X	X
Well-developed abilities in giving advice, listening, and providing excellent customer service	X		X	X	
Robust skills in reassuring and supporting people through difficult circumstances		X	X		
Resilience and an ability to work under pressure in peak periods	X			X	
Strong IT skills, including in MS Office (particularly Teams, Outlook, Word, Excel, and PowerPoint)	X		X	X	X
Ability to establish positive and effective working relationships with colleagues at all levels and across a broad range of areas	X		X	X	
Understanding of inclusion and how to provide excellent service to people from a wide range of backgrounds and with a wide range of expectations	X		X	X	
Ability to welcome and contribute to continuous improvement, including the adoption of new technologies	X		X	X	
Well-developed skills around team-working and sharing responsibilities	X		X	X	
Knowledge of SITS or similar student or customer records database		X	X		
Commitment to keeping your knowledge up to date, and to your own learning and development	X		X	X	
Ability to extract relevant information in challenging situations		X	X		

# Job Specification

Other requirements or special requirements	Essential	Desirable	A	I	T
Alignment to the UCEM core values of Passion, Integrity, Excellence and Support; all employees are expected to demonstrate our values at work: <a href="https://www.ucem.ac.uk/core-values/">https://www.ucem.ac.uk/core-values/</a>	X			X	
Commitment to delivering positive outcomes for our students; we want our students to be successful	X			X	
You must be prepared to undertake compulsory online training should you be appointed; this includes Data Protection, Health & Safety, Safeguarding, Prevent, EDI, and Anti-bullying, Harassment and Sexual Misconduct	X			X	

## PAY & BENEFITS

- Actual salary £23,000 per annum.
- 26 days paid holiday (rising to 28 with service) plus paid bank/public holidays plus up to 5 paid closure days (typically between Christmas and New Year); all per holiday year Full Time Equivalent. Our holiday year runs from 1 August to 31 July. We also have a holiday buy and sell scheme in place. Sometimes UCEM does not need to close for 5 days per year and any balance, for example 1 day, can be used as a paid Wellbeing Day to take time out for your own physical or mental health.
- Pensions auto-enrolment to the People's Pension salary exchange scheme (the term we use for salary sacrifice). You may opt out of salary exchange but remain in the scheme, or you may choose to opt out altogether.
- Policies in place for all types of family-friendly statutory leave with enhanced pay available from day one of employment (in addition to statutory pay, where applicable).
- Wellbeing support and full access to the Employee Assistance Programme, as well as the SilverCloud mental health platform. Several UCEM employees are trained Mental Health First Aiders and can support staff.
- Car parking may be available at our Horizons office; this depends on your designated place of work and working pattern, as well as parking availability; you may ask to join the waiting list. Do not assume you will have parking when you start employment; you must plan for alternative travel to work if attending Horizons.
- Cycle to Work and Electric Vehicle salary sacrifice schemes and access to Tax-Free Childcare (Government scheme).
- Life assurance cover.
- Employer-funded Health Cash Plan (Simplyhealth) and voluntary dental insurance (Unum).
- Charity giving options available including one voluntary paid day, per annum.
- As a UCEM employee you will have access to Microsoft Office 365 applications for personal use. You will also have access to range of lifestyle discounts (savings on everyday purchases) and access to two learning platforms.

*On the [Join the team](#) page of our website, you will find the full list of employee benefits at UCEM*

## APPLICATION PROCESS

**IMPORTANT!** All job applications must be sent to [recruitment@ucem.ac.uk](mailto:recruitment@ucem.ac.uk) and if you apply via a jobs board, please make sure you have sent all required documents otherwise we will be unable to consider your application. In addition, if you apply for this job on the recommendation of an existing UCEM employee, please make sure to mention their name within your application **and** that the recommendation was part of the Employee Referral Bonus Scheme.

To apply for this role, please send the following to [recruitment@ucem.ac.uk](mailto:recruitment@ucem.ac.uk) (you will receive an auto-response):

# Job Specification

1. Your up-to-date CV;
2. A covering letter or email message outlining your suitability\* for the role; AND
3. A completed **Recruitment Check Form** which is available from the *Current vacancies* page of our website.

The above items constitute a complete job application. \*We hope you take time to consider the UCEM values when you prepare your job application. You may also wish to consult our vision and strategy document: <https://www.ucem.ac.uk/our-vision/>

We are committed to driving forward our sustainability agenda to secure a sustainable future and our long-term ambition is to be the world's most sustainable university. We recommend you visit our website to find out more about our sustainability strategy: <https://www.ucem.ac.uk/sustainability/>

If you are an existing UCEM employee, we request you inform your current line manager of your intention to apply for this role.

**NO AGENCIES:** We are not using agencies for this vacancy, and we cannot accept any CV submissions. Please do not contact us as we can only repeat this message.

## Informal discussion

If you are unsure whether to apply, perhaps because you do not meet all essential criteria, we encourage you to call the hiring manager to discuss this further (details below). If you are excited by this vacancy do not rule yourself out; it still might be worth applying.

For an informal discussion about the role please contact Sarah Worgan on 0118 467 2385 or email [e.wheeler@ucem.ac.uk](mailto:e.wheeler@ucem.ac.uk)

For any other enquiries please contact HR on 0118 467 2454 / 2433 or email [recruitment@ucem.ac.uk](mailto:recruitment@ucem.ac.uk)

## Closing date and next steps

Wednesday 17 April at noon.

HR will screen all applications in person and all applicants will receive a response confirming the status of their application. We value the time taken to make a job application and the interest shown in UCEM.

## Interview details

Please indicate on your Recruitment Check Form any dates that you cannot make, up to 4 weeks from the closing date. This helps us to plan interviews should you be shortlisted, prior to contacting you.

Applications may be reviewed prior to the closing date and occasionally, you may be invited to interview ahead of the closing date.

Interviews are normally carried out over Zoom or Microsoft Teams; however we may invite you to visit our Reading office.

Please be prepared for a two-stage interview process, held on different dates. As part of the interview process, you will meet with a member of the Senior Leadership Team. Sometimes we may conduct a telephone interview at first or second stage.

## Equality, diversity and inclusion

Here at UCEM we champion equality, diversity and inclusion in our workforce. We celebrate diversity and the strengths it brings to our staff body, our student community and our Board of Trustees, recognising that people are key to our success. Our aim is to attract, develop and retain a diverse workforce, therefore we welcome and encourage applications from all backgrounds.

# Job Specification

## Pre-employment checks

UCEM undertakes thorough pre-employment screening as part of its recruitment process. Given we have contracts with Government offices, we make sure our checks comply with the Baseline Personnel Security Standard (BPSS). Checks will include identity, right to work, basic disclosure criminal record check, and three years of employment history.

