

Student Advisor (Funding and Wellbeing)

Job Description

The Role

Job title:	Student Advisor (Funding and Wellbeing)
Department:	Student Services
Responsible to:	Head of Student Services
Location:	Primary – Cirencester
Salary:	Grade 5: £: £22,847- £27,116 pro rata per annum depending on experience
Term:	0.71 FTE: 25 hours per week, all year round
Relationships with:	Academic Services, Partner Institutions, Students Union, Marketing and Communications

Purpose

To provide generalist first-line advice, information, and guidance to students across all areas of Student Service's activities, with a particular focus on mental health and funding.

The post-holder will play a pivotal role in triaging students in emotional distress, offering a supportive listening ear, undertaking sensitive exploration and considered signposting, ensuring that only complex cases are passed onto the Mental Health Coordinator, the Enable Team, and the Head of Student Services.

The role will have a particular focus on developing the in-person and digital provision of information and support with student finance matters and will develop positive working relationships with a range of internal and external stakeholders.

Key Responsibilities

Student Interactions

- To run regular generalist drop-in sessions that offer first-line advice, information and guidance across all of the Student Support team's activities including mental health and wellbeing

support and student funding, offering support and reassurance and helping students access the answers they require from departments within Academic Services.

- Organise a regular series of bookable appointments and drop-ins (in-person and virtually), and manage any casework that results from them.
- Keeping accurate case note records and inputting into departmental systems such as CRM.
- Signposting students to the Universities complaints, appeals, and misconduct policies and processes and providing procedural direction.
- Monitoring the Student Services inbox, providing general first-line advice, information, and guidance, whilst maintaining a solutions-focused approach to responding to student queries.

Financial Support

- To offer support, advice and guidance to all RAU students (including Capel Manor, CHI, and other partners), on matters of financial capability and budgeting.
- To advise students and applicants on the availability of scholarships, bursaries, and hardship funding at the University, with the aim of ensuring students are maximising the funding options available to them.
- Offer information, advice and guidance to students seeking external financial support, including charitable funding and other grant making bodies.
- Provide support and guidance for students with the practicalities of beginning their student journey, for example setting up a bank account and organising household bills.
- Provide information, advice, and guidance to statutory student funding products, including eligibility queries, application guidance, and troubleshooting of individual queries. These activities will focus on Student Loan Company funding, SAAS, SFW, and SFNI products.
- Working using your own knowledge and in collaboration with external organisations to ensure that RAU students have access to advice on the welfare benefits system with the aim of ensuring they are maximising income.

Wellbeing/Mental Health

- To respond to students in emotional distress, offering reassurance and undertaking an exploration of the problem at hand.
- Being the regular first-point-of-advice for students who are facing challenges with their wellbeing and mental health. This activity will be focused on offering first-line support and guidance, containment of students in distress, including setting up follow up appointments, undertaking casework, and making referrals to the Mental Health Advisor as required.
- Work with the Mental Health Coordinator to ensure that there is a robust and wide-ranging provision of digital wellbeing tools and to ensure that this is communicated clearly to students.
- If the need to check in on a student regularly is identified, either via the role's activities or via a referral from another team member, to organise and follow up on regular 1-1 wellbeing check-ins with students. This activity should be mindful of setting appropriate boundaries and focus on seeking resolutions.
- To provide information, advice, and guidance for UK and non-UK students wishing to access healthcare services, including how to register with a GP.
- Exploring and evaluating cases in which colleagues outside the team raise concerns about individual students.

- Run campaigns and events that promote positive wellbeing or draw attention to support and information on specific topics; eg, Mental Health Week.

International Support

- To create and publicise concise and well considered advice and information to incoming international students, focusing on the practicalities of life in the UK.
- To provide a short welcome event to incoming international students to help international students with the practicalities associated with arriving in the UK, including opening a bank account and accessing healthcare.

General responsibilities:

- The University is committed to equality of opportunity. All staff are required to comply with current legislation, University policies and good practice guidance.
- All staff are required to act in a way that safeguards the health and wellbeing of children and vulnerable adults at all times. The post holder must be familiar with and adhere to appropriate safeguarding policies and guidance and participate in related mandatory/statutory training. Managers have a responsibility to ensure their team members understand their individual responsibilities with regard to safeguarding children and vulnerable adults.
- All staff are required to participate in the University appraisal process and should ensure they are familiar with the process and plan time to prepare for their appraisal. Following the appraisal, staff are expected to undertake in any necessary learning and development and work towards the objectives that have been set.
- The University expects staff to attend any training designated as mandatory and to undertake learning and development activities to support their role. Managers must facilitate learning and development within their teams.
- It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and that restricted information or highly restricted information to which they have access remains confidential during and after their employment at Royal Agricultural University. All staff must undergo appropriate data protection training as required.
- All absence from work must be reported in accordance with the University's absence procedures and recorded on iTrent.
- The University acknowledges its responsibility to provide a safe, smoke free environment, to its employees, service users and visitors. It is the policy of the University not to allow smoking on University premises other than in specifically designated areas.

Person Specification

Requirements The post holder must be able to demonstrate:	Essential or Desirable	Measured By A) Application Form B) Interview C) Presentation
Qualifications:		
<ul style="list-style-type: none"> Degree Level 	E	A
<ul style="list-style-type: none"> Qualification in Advice work 	D	A
<ul style="list-style-type: none"> Mental Health First Aid 	D	A
Knowledge, Experience and Skills:		
<ul style="list-style-type: none"> Demonstrable evidence of working to support individuals within a welfare/support-based environment. 	E	AB
<ul style="list-style-type: none"> Demonstrable knowledge and experience of utilising key advice work techniques to support individuals during face-to-face and online scenarios. 	E	AB
<ul style="list-style-type: none"> Significant knowledge and experience of advising students on financial capability matters, discretionary funding and charitable funding. 	D	AB
<ul style="list-style-type: none"> Experience providing information, advice, and guidance regarding student funding products as provided by SFE, SAAS, SFW, and SFNI. 	D	AB
<ul style="list-style-type: none"> Knowledge and experience of providing advice and guidance regarding statutory welfare benefits 	D	AB
<ul style="list-style-type: none"> Experience and confidence of providing support to individuals in distress in 1-1 and group scenarios, offering initial support, undertaking an exploration of the situation and offering one-off practical interventions and ongoing casework. 	E	AB
<ul style="list-style-type: none"> Ability to find creative ways to engage an audience and pass on information. 	E	AB
<ul style="list-style-type: none"> Ability to adapt communications styles to different audiences including an understanding of some of the complexities of intercultural communications. 	E	AB
<ul style="list-style-type: none"> Proven ability to problem-solve and research information independently in dynamic and stressful situations. 	E	AB
<ul style="list-style-type: none"> Proven ability to work in a positive, proactive, team environment and to collaborate in harmony with colleagues around the institution. 	E	AB
<ul style="list-style-type: none"> Ability to work in a fast-paced and busy environment whilst at all times ensuring the accuracy and professional presentation of work. 	D	AB
<ul style="list-style-type: none"> Knowledge and experience of the appropriate setting of boundaries in a wellbeing/support context. 	E	AB

Application Procedure

If you are interested in applying for this role, please send:

- University [Application Form](#) together with the [Equal Opportunities Monitoring Form](#) available on the University website www.rau.ac.uk) – you may attach your up to date CV if you wish to add additional information.
- Details of two referees who must be people who can comment authoritatively on you as a person and as an employee in relation to the level of the post, and must include your current or most recent employer or their representative.
- Please forward to the HR Team, Royal Agricultural University, Cirencester, Gloucestershire, GL7 6JS or via email to jobs@rau.ac.uk stating where you saw the advert for the role
- Informal enquiries can be made to Dan Tasker, Head of Student Services – Dan.Tasker@rau.ac.uk
- **Closing date:** 14th August, 2022 with **Interviews on:** 24th August, 2022.
- Should you be selected for interview please be aware that we are unable to reimburse interview expenses.

The RAU is an equal opportunities employer and we particularly welcome applications from black and minority ethnic candidates as they are under-represented within the RAU at this level

General Data Protection Regulations: Applicant Privacy Notice

The Royal Agricultural University collects and processes your personal data so that it can meet its statutory and legal obligations, and when it has a legitimate interest in processing personal data before, during and after the end of the employment relationship.

The data which forms part of your job application (for example, application form, CV, references, Equal Opportunities Monitoring Form, shortlisting and interview records) will be stored in a range of different places, which will include the University's HR and recruitment management systems (electronic and paper based), and in IT systems (including the University's email system). Your information may be shared internally with the HR Department and with employees who are involved in the recruitment and selection process, but only if access to your data is absolutely necessary for the performance of those roles.

The University may share your data with third parties in certain circumstances. Personal data that the University uses for the purposes of equal opportunities monitoring and reporting is anonymised or is collected with the express consent of applicants, which can be withdrawn at any time. Applicants are entirely free to decide whether to provide such data and there are no consequences of failing to do so.

The University takes the security of your data seriously and has internal controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by the above employees in the performance of their duties. If your application is unsuccessful, your applicant data will be destroyed 6 months following the advertised closing date of the post you have applied for. If your application is successful, your applicant data will be retained during your employment and for 6 years following your leaving date. You can access and obtain a copy of your data on request and you can ask the University to change incorrect or incomplete data.

In certain circumstances you can ask the University to stop processing your data, or you can object to the processing of your data. If you believe that the University has not complied with your data protection rights, you can complain to the Information Commissioner. Further information about your rights in accordance with Data Protection and the GDPR Regulations can be obtained from the University Data Protection Officer. A detailed Employee Privacy Notice is available to view [here](#).

