

<b>Job Description and Person Specification for:</b> Student Services Adviser (Money and Accommodation)	
<b>Department:</b> Student Services	<b>Reports to:</b> Student Wellbeing Services Manager
<b>Salary (Band/Annual/Pro rata):</b> Grade B	<b>Responsible for:</b> Responsible for general administrative and clerical duties in support of the Student Services Team, in particular money and accommodation
<b>Hours per week/FTE:</b> 36.25 hours per week	<b>Working Pattern:</b> 8.45-5pm, Monday to Friday, with some flexibility due to service need, and occasional attendance at Open Days
<p><b>Job Purpose/Summary:</b></p> <p>The Student Services Adviser is the first point of contact for Student Services. The postholder must ensure that appropriate administrative arrangements are made in respect of all Student Services activities, including maintaining well-organised and efficient offices, and ensuring that all appropriate arrangements are made for student appointments.</p> <p>The postholder is responsible for providing advice relating to funding; accommodation; travel and transport; and general information. As the workload fluctuates across the academic year, particular challenges are faced in maintaining an appropriate level of organisation and efficiency during busy periods, as well as retaining a clear customer service-excellence focus.</p> <p>Student Advisers are required to provide initial advice and guidance on a wide variety of topics to prospective and current students.</p>	
<p><b>Main Responsibilities/Key Tasks:</b></p> <p>The main responsibilities to include:</p> <ol style="list-style-type: none"> <li>1. To provide reception duties, responding to queries and acting as a first point of contact and sign-posting for Student Services at Health Sciences University.</li> <li>2. To provide a comprehensive information and advice service to prospective and current students relating to funding, bursaries and hardship funds including basic assessments and advising students in need of financial support; accommodation; travel, transport; and general information.</li> <li>3. To check and place accommodation adverts, liaise with halls of residence, accommodation providers and landlords support the administrative processes</li> <li>4. To provide comprehensive administrative and clerical support to Student Services, maintaining well-organised and efficient advice services and office processes.</li> <li>5. To utilise and maintain systems to record, analyse and report on Student Services data, using specialist software programs as required, e.g. student records.</li> <li>6. To co-ordinate activities and events to support and promote Student Services.</li> <li>7. To carry out basic analysis of Student Services data in order to inform service delivery, ensuring accuracy of all data generated.</li> <li>8. To monitor and maintain Student Services records, ensuring compliance with data protection guidelines and appropriate retention schedules.</li> <li>9. To support the work of the Student Services team, as required.</li> </ol> <p><b>Additional Duties</b></p> <ol style="list-style-type: none"> <li>1. To demonstrate support for the University's commitment to equal opportunities and its Dignity, Diversity and Equality Policy.</li> <li>2. To demonstrate support for the University's Health and Safety Policy ensuring that it is adhered to in the post holder's areas of responsibility.</li> </ol>	

<p>3. To undertake other activities identified from time to time commensurate with the level of the post.</p> <p>4. To promote and actively adhere to the University values.</p>		
<b><u>Requirement:</u></b>	<b><u>Essential:</u></b>	<b><u>Desirable:</u></b>
<b>Education, Training and Qualifications</b>	<ul style="list-style-type: none"> <li>• GCSE Maths and English or equivalent</li> </ul>	
<b>Skills and Knowledge</b>	<ul style="list-style-type: none"> <li>• Able to effectively organise allocated work activities and assist in the effective organisation of nonstandard tasks and events</li> <li>• Accurate word processing and data entry</li> <li>• Effective time management skills</li> <li>• Excellent interpersonal and communication skills</li> <li>• Excellent problem-solving skills</li> <li>• Able to work effectively under pressure</li> <li>• Able to deal sensitively with enquires from a diverse range of individuals</li> <li>• Excellent communication skills, listening as well as written and spoken English</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Relevant employment experience</li> </ul>	
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Excellent attention to detail</li> <li>• A team player with a flexible attitude who works well with others</li> <li>• Confidential, diplomatic and assertive as appropriate</li> <li>• Commitment to service excellence</li> <li>• Commitment to providing a professional, responsive and high quality service</li> </ul>	
<b>Abilities</b>	<ul style="list-style-type: none"> <li>• Ability to work under pressure and constantly re-evaluate priorities</li> <li>• Able to recognise when issues need to be escalated or passed to other colleagues for action</li> <li>• Ability to work as part of a team and build effective</li> </ul>	

	working relationships with a wide range of colleagues	
<b>Other Requirements</b>	To attend Saturday open days on a rota basis (c.5 per year)	

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**NB:** *The purpose of the job description is to indicate the general level of responsibility of the position. The duties may vary from time to time without changing their general character or level of responsibility.*

Health Sciences University is committed to equality of opportunity and welcomes applications from everyone regardless of ethnicity, gender, age, faith or sexual orientation.

If need for action or an opportunity is identified, this must be brought to the attention of the Line Manger. The Line Manger will periodically review this job description and modify it to meet the changing demands of the University and the department.

**January 2025**