



## Student Adviser and Safeguarding Officer

**37 hours per week**

**£24,687 – £26,961 per annum**

**Permanent**

**St Albans and Welwyn Garden City Campus**

Oaklands College has an exciting opportunity to join the Student Centre. We have a new vision for these areas and are recruiting for motivated student focused individuals to be part of this change.

You will be joining a Student Advice team whose priorities are to deliver a first rate advice service to students. Student Advisors are accessible to students via a 'one stop shop' advice desk located in the student centre or near reception.

You will provide an advisory service on a wide range of issues including welfare, careers and progression, financial assistance and accommodation. Your advice will be crucial in supporting students who have been identified as being at risk of dropping out of their course and enabling them to remain at College and succeed in their chosen course of study.

In addition you will deliver 1:1 and group guidance sessions on a range of topics relevant to the well-being of our students.

You will be educated to level 4 or equivalent in Information Advice and Guidance or have extensive experience and have a previous track record in providing advice and support to individuals and groups in FE colleges.

**End Date: Tuesday 1<sup>st</sup> May at 23:59**

**Interview: TBC**

## Job Description

### CAREER FRAMEWORK Student Services

**JOB TITLE** Student Advisor

**REPORTING TO** Student Advice Team Supervisor

### SUMMARY OF POST

- To support and advise students to meet the range of personal, social and emotional needs of students to ensure student success
- To deliver 1:1 and group guidance and careers advice to ensuring a high quality service

### KEY RESPONSIBILITIES

- To offer an advisory service on welfare issues including financial assistance, accommodation and health issues. Specifically supporting students who have been identified as being at risk of dropping out of their programme
- To provide impartial, confidential information, advice and guidance to students and members of the public on all aspects of learning and work opportunities
- To carry out one to one work with students including helping them to problem solve and providing support on a range of issues
- To deliver tutorial sessions to provide information about welfare and careers progression opportunities
- To advocate on behalf of individual students by providing feedback to relevant staff or specialist external agencies on students' needs, e.g. homelessness, pregnancy etc
- Keep abreast of developments affecting students such as benefits; financial grants and assistance; progression and employment opportunities and referral services
- Work closely with tutors and other College staff to ensure robust referral mechanisms and smooth running of the service
- Continually develop methods to monitor and measure the effectiveness of the service and the impact that it has on students. Record activities through action plans and questionnaires to provide quantitative and qualitative information in line with Matrix quality standards and contractual requirements
- Attendance at Open events and progression events to advise students and their parents/guardians on the range of learning opportunities available to them.
- To participate in the Colleges main enrolment periods, participating in the triage and assessment activities
- Oversee the UCAS process to support students' progression to HE

### CRITERIA

#### RECRUITMENT – shortlisting criteria

- Educated to level 4 or equivalent in Information Advice and guidance or extensive experience
- Experience of providing advice and support to individuals and groups in FE colleges

#### PERSON SPECIFICATION (To be assessed at the interview stage)

#### PERSONAL ATTRIBUTES

- Organised approach to work, able to work on own initiative and to administer own workload.
- Ability to evaluate and reflect on own performance
- Ability to form balanced judgements about student problems and support needs
- High level of personal integrity and confidentiality
- Ability to work flexibly to meet the needs of the business
- Ability to stay calm under pressure
- Ability to work in a professional, impartial and non-judgemental way
- Excellent customer service skills and a genuine interest in working with and helping customers
- An awareness of cultural diversity

#### SKILLS AND EXPERIENCE

- Effective verbal and written communication skills
- Skills and abilities to work with relevant internal and external services/agencies
- Good administrative, organisational and presentational skills
- Good IT skills and experience of using database recording systems
- Student-centred approach and good organisational and time management skills
- Experience of conducting interviews to a wide range of client groups
- Experience of working effectively with client groups including maintaining appropriate discipline and behaviour