

## **Job Description**

**POST:** Student Services Adviser

**GRADE:** Scale 5

**HOURS:** 37 hours per week (whole year)

**LOCATION:** Middlesbrough and Hartlepool

**LINE MANAGER:** Student Services Manager

### **Safeguarding Statement**

The Northern School of Art recognises that it has a statutory and moral duty to promote and safeguard the welfare of its students who are under the age of 18. All staff are required to undertake safeguarding training.

### **JOB PURPOSE:**

To develop and deliver an engaging range of educational and informative resources relevant to the student body, and able to be delivered through a range of mediums, in order to progress student in their personal development and independent living skills.

To provide effective and timely support to students, to foster their independence, enhance their personal skills, and support them to remove any personal barriers that may hinder their academic progress.

To provide advice and guidance to students in non-academic issues to support their learning journey.

The role of a Student Adviser is varied and will entail the need to be able to adapt and change with the changing needs of the students and the demands on the service.

## **SPECIFIC DUTIES AND RESPONSIBILITIES**

1. To develop and deliver a range of resources, workshops and programmes of intervention relevant to both FE and HE students, such as smoking cessation, substance misuse, Prevent, wellbeing, student finance, budgeting and money management, etc;
2. To source external providers to deliver more specialist interventions/workshops as required;
3. To assist with the delivery of staff training and awareness around student support issues;
4. To support the Student Services Manager in the review and continued suitability of appropriate student housing and accommodation.

## **GENERIC DUTIES AND RESPONSIBILITIES**

1. To identify support needs via student interviews and enrolments, induction, regular review discussions where appropriate, and attendance/punctuality monitoring;
2. To work with other members of staff e.g. additional support, student counsellor, academic tutors where required to ensure a comprehensive package of support from within the School, in particular to inform course leaders of any issue that might affect student progress;
3. To maintain records on support and guidance provided to individual students;
4. To advise students on financial support available and assist student applications for such funds where required; ensuring all relevant evidence is provided, prior to approval from the Student Services Manager.
5. To refer students to relevant external agencies where appropriate.
6. To liaise with parents, guardians or other appropriate individual where students are under age 18;
7. To liaise with external support services to ensure up to date information is communicated in a timely manner relating to specific students;
8. To act as a representative of the School during meetings with external agencies relating to specific students;

9. To maintain standards as set out by Matrix and Ofsted;
10. To bear in mind issues of confidentiality and child protection throughout;

**General Accountabilities:**

1. Ensure other members of the team have information to cover effectively for you in your absence.
2. To engage in professional development and networking to ensure that professional, and strategic contributions are up-to-date.
3. Ensure that the Corporation's Health & Safety Policy is adhered to at all times and take responsibility for general health and safety housekeeping within your work area.
4. Participate actively in the performance management scheme, agreeing objectives, attending reviews and undertaking professional development as required.
5. Ensure that the Corporation's Equality and Diversity policy is adhered to at all times and tackle or report discrimination and harassment wherever it occurs.
6. Ensure the safeguarding of learners at all times and report any potential issues without delay.
7. All employees are expected to be fully committed to policies/processes on equality, diversity, safeguarding and the Prevent Agenda.
8. Any other duties commensurate with the nature and level of the post, as directed by the Student Services Manager or the Principal.
9. This list is not exhaustive and is only an indication of responsibilities.

Signed \_\_\_\_\_ Date: \_\_\_\_\_

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<b>ESSENTIAL:</b>  <i>Qualifications</i> <ul style="list-style-type: none"> <li>• 5 GCSEs at Grade C or above</li> </ul>	<b>DESIRABLE</b>  <ul style="list-style-type: none"> <li>• Basic mentoring or counselling qualification</li> </ul>
<i>Experience/Knowledge</i> <ul style="list-style-type: none"> <li>• Experience of dealing with students (or young people aged 16+)</li> <li>• Experience of working with children.</li> <li>• Evidence of delivering relevant education, training, or interventions (e.g. in areas affecting today's young people as included above in 'Specific Responsibilities')</li> <li>• Knowledge of the range of issues that can affect the academic progress of today's students</li> <li>• Knowledge of the financial support available to FE and HE students</li> <li>• Proficient in using a range of MS office applications, from data entry and manipulation to being able to create engaging resources and presentations</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of the programmes available at The Northern School of Art</li> <li>• Knowledge of support services available to young people in the area</li> <li>• Experience of finding information from a bespoke database (e.g. pro-solution)</li> <li>• Knowledge of Matrix and Ofsted</li> </ul>
<i>Skills/Abilities</i> <ul style="list-style-type: none"> <li>• Proficient in using a range of social media and other online platforms to circulate information, deliver sessions and communicate with others</li> <li>• Able to deal sympathetically with sometimes difficult or emotional circumstances</li> <li>• Able to maintain a level of professional detachment in order to deliver to the best interests of students</li> <li>• Excellent prioritisation and organisational skills - able to work unsupervised and on own initiative to set parameters</li> <li>• Excellent verbal communication skills – able to work confidently with a range of academic and administrative staff</li> </ul>	

- Good team working skills
- Sound administrative skills – able to maintain accurate records
- Numerical accuracy including the ability to handle cash
- Access to transport for work purposes (must be able to travel to other sites)
- Ability to deliver hours flexibly according to need
- Initiative in order to develop an effective and innovative tutorial support programme
- An enthusiastic 'ideas' person
- Committed to continuous professional updating