



Student **Advisor**

Job Pack

Thank you for your interest in this role at the University of
Gloucestershire Students' Union.

APPLYING FOR THIS ROLE

To apply for the post, please send your CV and a cover letter of no more than 2 A4 pages outlining your suitability for the role. You should refer particularly to how you meet the person specification listed later in this job pack.

Thank you for your interest in this role at the University of Gloucestershire Students' Union.

We are seeking a candidate who can instantly contribute to the success of UoGSU and the key aspects of experience, skills, and values we are looking for are listed in the person specification. We're mindful that it is unlikely that a candidate would possess all the desired criteria and we would encourage applications from people who meet most but not all points on the list.

We can offer training for someone that excels in some of the areas, or if you can offer other qualities you think would be useful for the role, please indicate these in your supporting statement

Returning your application

Candidates are able to arrange an informal conversation with Lou Fensome, Chief Operating Officer in advance of submitting an application. To arrange an informal conversation please contact Lou via email:

lfensome3@glos.ac.uk

You can submit your application via email to **lfensome3@glos.ac.uk**. Please note, we will not accept applications which arrive via an alternative route.



IMPORTANT DATES

Closing Date: Monday 7th July

Interview Date: Tuesday 22nd July

Start Date: August/September 2025

Job Details

Job Title: Student Advisor

Location: Across all of the main University of Gloucestershire sites in Cheltenham and Gloucester

Department: Student Voice and Advocacy

Reports to: Advocacy & Campaigns Manager

Reports: N/A

Salary: £26,795 (£21,436 pro-rata)

Contract Type: 0.8FTE

Hours: Usually between 9am and 5pm, Monday to Friday. Some flexible hours required to meet demands of the Students' Union

Working Days: To be negotiated with the successful candidate

Benefits: Generous leave entitlement (including closure during Christmas period), contributory pension scheme with an employer contribution, access to discount schemes



RESTATING OUR VALUES

UoGSU is a value-driven organisation. The work we do has the power to impact the real, lived experiences of our members — and how we do it is incredibly important. To all our members and stakeholders, we promise to be:

Inclusive:

We advocate for equity. Everyone is welcome at UoG, and we've got your back — regardless of your background or identity.



Democratic:

We empower our members to be decision makers. We're student-led, with student needs at our very centre, shaping the work we do.



Courageous:

We recognise that change is often a good thing. We're willing to make brave decisions and work with our members to do things differently — and we're always honest about our limitations.



Sustainable:

We prioritise decisions that contribute positively to environmental, social and economic sustainability, for the benefit of our members, our stakeholders and the wider community. We acknowledge the interconnectedness between decisions we make and our impact on the world around us.

Strategic plan 2024-27: our three areas of focus

Our strategic activity from 2024 to 2027 is grouped into 3 areas of focus:

- 1. The core role of the SU**
- 2. Developing student communities**
- 3. Being a critical partner**

You can read our full strategy document online [here](#) and please do contact us to discuss any details pertinent to this role.

JOB INFORMATION

Main purpose of the job

Students' Unions are amazing membership organisations with unique structures and ever-changing leadership. The main purpose of this role is to deliver a high quality, professional advice service to students at the University of Gloucestershire which is independent of the institution, confidential, non-judgemental and impartial.

The main focus of the Advice Centre will be academic advice and appeals but it may need to adapt to the changing needs of students and will likely involve working with individuals who have complex situations who require support to navigate what steps to take.

Responsible to Advocacy & Campaigns Manager.

Main duties and responsibilities

Advice and Support

- To provide specialist advice and information directly to students via physical and digital mediums as appropriate on academic matters
- To support students when referring them to appropriate internal & external agencies
- To advise and inform students of their rights and responsibilities as students of the University of Gloucestershire
- To support students at meetings, appeals and hearings within the University
- Maintain generalist advice skills, knowledge and understanding of University regulations, policies and procedures that may affect the work of the advice service
- To be able to understand and explore the issues students present with a focus on expert advice to enable students to make informed decisions.
- Take referrals from with partner providers i.e University, self-referrals and those from voluntary and statutory agencies

Case Work and Procedures

- Maintain accurate records of all advice cases at the SU via the case management system
- Ensure adherence to the requirements of data
- Promote the service and outreach where necessary
- Ability to listen and communicate effectively with a diverse range of people
- Have the ability to work with autonomy and use own initiative

JOB INFORMATION

Reporting and Policies

- Work alongside colleagues to support the development and success of the SU enhancement projects and campaigns
- To collate key information for the Student-led projects and feed into campaigns
- To monitor the matters raised via individual student cases to identify common trends that could inform policy

Department responsibilities

- To attend and contribute to relevant University committees and groups as required and support student leaders in these spaces by delivering briefings.
- To support and develop relevant student staff.

General duties of all staff

- To understand and uphold the purpose and values of the organisation and ensure that these guides and inform the work and conduct of the post holder.
- To be knowledgeable of the union constitution, as it applies to this post, including any legal requirements.
- To work in accordance with all SU policies and procedures, including health and safety, staffing protocols, financial procedures and the SU's equal opportunities policy.
- To undertake any other duties and responsibilities commensurate with the grade of the post, properly directed by the line manager. These variations will not change the general character of the post or the level of responsibility entailed.
- To attend from time to time, as required, meetings as necessary to meet the requirements of the post.
- To attend all staff development days and training as required. Flexibility in working hours may be required to accommodate this.
- To ensure the SU's aspirations to reduce our environmental impact are delivered, contributing positively to the department and the organisation's aims.
- To contribute positively (with full day commitment) to at least two university open days and to undertake general team duties during the main annual welcome period .
- To be flexible and adaptable in a changing environment, the role holder may be assigned to other areas of the students' union to meet the needs of the service. This will in turn provide development opportunities in which to broaden experience.



PERSON SPECIFICATION

This section describes the qualities we'd like to see in the post holder- but where we can offer training for someone that excels in some of the areas, or where you can offer other qualities you think would be useful for the role, you should indicate this on your application form.

Education, qualifications and training

Essential or Desirable

Education to an A level standard or equivalent experience

D

Qualification in Advice and Guidance or willingness to undertake qualification and further training as required

E

Experience

Essential or Desirable

Ability to understand complex systems and cases, and identify the best course or action for specific cases

E

Experience of working or volunteering in advice, guidance or supporting service users

D

Experience

Essential or Desirable

Experience of giving advice and guidance on either; academic, housing, finance (debt management, student finance), welfare benefits

D

Experience of efficiently determining the priority of the needs of the individuals and handling sensitive situations

D

Experience of providing excellent service within a user focused environment

E

Knowledge and skills

Essential or Desirable

Understanding and the ability to maintain confidentiality

D

Ability to analyse, interpret and report factual data and information

D

Ability to produce advice/information materials e.g. web pages, fact sheets, leaflets etc.

D

Knowledge and understanding of the current issues and themes in higher education

D

Values and attitudes

Essential or Desirable

Desire to work within a student led environment

E

Understanding and commitment to equal opportunities, liberation and diversity

E

Desire to engage in continued professional development and improvement opportunities

E

University of Gloucestershire Students' Union

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The Park, Cheltenham, GLOS, GL50 2RH
UGSU is a part of the National Union Of Students
UGSU represents students from the
University of Gloucestershire

The University of Gloucestershire Students' Union is a registered Charity
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