

JOB DESCRIPTION
Vacancy Ref: A2565

Job Title:	Student Adviser	Present Grade:	6
Department/College:	Students' Union		
Directly responsible to:	Education and Support Manager		
Supervisory responsibility for:	N/A		
Other contacts			
Internal:			
Education and Support Team, Full Time Executive Officers, Students' Union Officers and staff, University Academic Departments, Student Based Services			
External:			
Local authorities and other agencies, solicitors and affiliated organisations.			
Major Duties:			
In the areas of higher education and student welfare, and the Lancaster context specifically:			
<ol style="list-style-type: none"> 1. Undertake student casework including representing students at University hearing/appeals at the Bailrigg campus (to also include remote representation for students on Lancaster degrees at global campuses). 2. Provide high quality and student-friendly academic, housing and welfare related advice (face-to-face and digitally) to enable students to understand and make their own choices e.g. Information based upon specialist knowledge of Lancaster's regulations and policies, services or student rights. 3. Maintain a broad and current knowledge of welfare and general student related issues via networking, attending meetings and conferences as directed. e.g. housing, mental health, postgraduate research experience, international students and other related areas as they arise. 4. Support the delivery of officer campaigns, initiatives and events relating to equality, welfare and diversity. 5. Contribute to the quality assurance processes of the advice service through: sharing responsibility for digital advice content, following data protection and casework recording procedures. 6. Participate in the development and delivery of training and support for welfare related student officers and representatives. 7. To carry out other such comparable duties as directed by the Chief Executive, or their nominee. 			