

PERSON SPECIFICATION
Student Advisor
Vacancy Ref: A2565

Criteria	Essential/ Desirable	Application Form / Supporting Statements/ Interview *
Educated to degree level or equivalent professional qualifications or experience.	Essential	Application Form
A minimum of one year's experience working in an advice/information giving environment e.g. Citizens Advice Bureau or other independent advice service.	Essential	Application Form /Supporting Statement
A demonstrable understanding of current guidelines, legislation and best practice relating to support, advice and guidance.	Essential	Supporting Statement/Interview
Ability to understand complex systems and cases and identify the best course of action for specific cases.	Essential	Supporting Statement/Interview
Experience of using secure case management systems and maintaining comprehensive casework records.	Essential	Supporting Statement/Interview
Ability to listen and communicate effectively with a diverse range of students, responding to differing needs and perspectives in an accurate, concise and appropriate format.	Essential	Supporting Statement/Interview
Understanding of the current issues and themes affecting higher education students e.g. academic, welfare and social policy	Essential	Supporting Statement/Interview
Able to work effectively as an individual and as part of a team with a flexible approach to work where necessary.	Essential	Interview
A formal qualification in Advice, Information & Guidance e.g. an NVQ Certificate or Diploma in Advice & Guidance.	Desirable	Application Form
Experiencing of working in a student facing environment or in a comparable setting.	Desirable	Supporting Statements/ Interview
Experience of report writing, including basic statistical analysis	Desirable	Supporting Statement/Interview

- **Application Form** – assessed against the application form, curriculum vitae and letter of support. Applicants will not be asked to answer a specific supporting statement. Normally used to evaluate factual evidence eg award of a qualification. Will be “scored” as part of the shortlisting process.
- **Supporting Statements** - applicants are asked to provide a statement to demonstrate how they meet the criteria. The response will be “scored” as part of the shortlisting process.
- **Interview** – assessed during the interview process by either competency based interview questions, presentation etc.