**JOB DESCRIPTION**  
*Student Advice Caseworker*  
Vacancy Ref: N1984

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Student Advice Caseworker</th>
<th>Present Grade:</th>
<th>4</th>
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<tbody>
<tr>
<td>Department/College:</td>
<td>Students’ Union</td>
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<td>Directly responsible to:</td>
<td>Senior Student Advisor</td>
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<td>Supervisory responsibility for:</td>
<td>N/A</td>
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**Other contacts**

*Internal:*
- Education & Support Manager, Students’ Union Policy Staff, Vice-President Welfare & Community, Vice-President Education, Student Wellbeing Services, Academic Officers [Departments], Student Registry

*External:*
- Local authorities and other agencies, community support organisations, solicitors and affiliated organisations

**Major Duties:**

To support the Senior Student Advisor in delivering a high quality, independent, non-judgemental advice, information and guidance service for students:

1. To provide one to one and group advice, information and guidance as required to students on both academic and non-academic matters (e.g. academic regulations, University procedures, student housing matters etc.)

2. To advocate, support and prepare students as required and appropriate at formal hearings/meetings such as academic appeals, plagiarism hearings, college/university disciplinary hearings and university investigatory meetings.

3. To maintain an up to date knowledge of University academic and non-academic rules and regulations.

4. To maintain an up to date knowledge of, and adhere to relevant guidelines, legislation and best practice relating to the delivery of advice, information and guidance.

5. To monitor and respond to enquiries received through the Student Advice email inbox, and to manage appointments and bookings to the services as and when required.

6. Signpost students to relevant authorities, University services and external support services for issues beyond the skills/remit of Students’ Union services.

7. Work to ensure that the Union is a safe, sustainable and fair organisation for our staff, students and others we engage in. This will include:
   - **Safeguarding:** Remaining up to date with safeguarding policies and procedures and that you remain vigilant and consistent in recognising and reporting safeguarding concerns
   - **Advice Procedures:** Ensuring that you follow all advice service policies and procedures at all times
   - **Health & Safety Policy and Procedures:** Ensuring that you follow any health and safety policies and procedures within your area of work and you contribute to the improvement of the organisation’s approach to health and safety
   - **Equality, Diversity and Inclusion:** Demonstrating a clear understanding of and upholding the Union’s commitments to equality, diversity and inclusion in everything you do.
   - **Sustainability Policies and Procedures:** understanding, upholding and championing the Union’s policies and commitments to sustainability
8. To maintain the highest level of client confidentiality and discretion as required and to maintain effective and secure case management systems and individual records.

9. Through organised campaigns, communications and events, work in collaboration with the Senior Student Advisor and Students’ Union policy staff to promote aspects of good academic and professional practice and student wellbeing.

10. To carry out other such comparable duties as directed by the Chief Executive, or their nominee.