

**Job description for the post of:  
Student Advisor  
Student Engagement Team (Casual)**

**Accountable to:** Dean of Learning Services

**Responsible to:** Student Engagement Officer

**Main purpose of the post**

The Student Engagement team, within Library & Learning Services, provide a full range of academic skills support (UniSkills) for all students at Edge Hill University. Student Advisors will be involved in providing peer to peer help, support and guidance to students - signposting to learning resources within the University Library's print and digital collections, supporting with accessing the University's VLE (Learning Edge) and providing skills support as part of the UniSkills programme. All support will take place in a one to one or group setting, either face to face or online.

This position forms part of a small team of Student Advisors and is an important support avenue for students at the University. As such a level of professional and consistent commitment is required from the post-holder throughout the year. The post-holder will also be expected to maintain accurate records of all support provided and maintain customer confidentiality. This is a flexible role and the post holder will go outside of the physical library space, within Catalyst, and online to promote resources, services and support.

**Main duties and responsibilities:**

1. To provide peer to peer support on a range of academic skills including using the Library Catalogue and discovery tool (Discover More), submitting assignments (TurnItIn) and citing / referencing. This support will be delivered in a variety of ways including face to face and virtual drop ins, one to one appointments and varying sized workshops/webinars, as required.
2. To contribute to the effective operation of customer focused support within Learning Services, providing advice and assistance to customers of Catalyst's facilities, services and resources.
3. To provide frontline support for Edge Hill University's Virtual Learning Environment (VLE) to advise and assist in accessing modules, downloading content, supporting assignment submission and general troubleshooting.
4. To act as a Library & Learning Services advocate and participate in marketing promotions and campaigns including contributing and providing content for social media, blog/vlog/podcasts, presentations and promotional campaigns.
5. To manage small projects to improve service delivery for Library & Learning Services customers participating in evaluation work, undertaking benchmarking and conducting user experience (UX) studies. This includes working closely with the Student Engagement Officer and liaising with various departments to ensure a wide-range of subjects are included when conducting studies.
6. To assist with Library & Learning Services inductions offering tailored Catalyst tours, workshops and webinars as appropriate to all internal undergraduates, postgraduates and staff as well as external cohorts such as placements, school visits and visitors.

7. To liaise closely with the Student Engagement team to ensure links are maintained and to share knowledge, experience and solutions with the team and wider department.
8. To work closely with other Student Advisors to establish an internal community of practice (CoP), to attend regular team meetings and share ideas, feedback and best practice.
9. To take responsibility for accurately recording all transactions/enquiries in a bespoke database to document engagement statistics, including transaction lengths, any further actions and/or complexities of queries to inform procedures and working practices.

**Other duties and responsibilities:**

10. To liaise with Library & Learning Services staff to ensure all network and resource problems are reported and communicated to other Helpdesk staff and customers in a timely manner and to liaise with colleagues from other departments to resolve customer enquiries as appropriate.
11. To contribute to the maintenance of a secure and tidy environment including the monitoring and reporting of student behaviour and noise issues, following guidelines and procedures, acting promptly to maintain expected standards of behaviour.
12. To offer a professional and committed approach to the position, maintain good communication with Student Engagement Officer and fellow Student Advisors and understand the implications of any unauthorised absences to the team and student support offer.

**In addition to the above all staff are required to:**

- Adhere to all Edge Hill's policies and procedures, including Equal Opportunities and Health and Safety.
- Respect confidentiality: all confidential information should be kept in confidence and not released to unauthorised persons.
- Undertake appropriate peer review and training as required.

**Hours of work:** Flexible as required – average up to 10 hours per week.

A termly rota will be agreed with successful candidates. The post holder will form part of a bank of staff that provides support as requested. It is expected that the post holder will work flexibly according to the on-going demands of students support needs.

**Salary Range:** £10.40 per hour

**Candidates should note that shortlisting will be based on information provided on the application form.**

**PERSON SPECIFICATION FORM**

**JOB TITLE: Student Advisors - Student Engagement Team (Casual)**

**CRITERIA: Applicants should provide evidence of their ability to meet the following criteria:**

	Essential	Desirable	*Method of assessment A/I/T/P
<b>Qualifications</b>			
Currently studying at Edge Hill University in 2 <sup>nd</sup> year, 3 <sup>rd</sup> year or Postgraduate for the full duration of academic year	*		A
<b>Experience and Knowledge</b>			
Experience of working in a student support role e.g. helpdesk / student advocate / student guide with excellent customer care skills	*		A / I
Excellent IT skills, experience of using a range of IT packages e.g. Microsoft Office, email and internet	*		A / I
Experience of using social media, including writing and/or engaging with blogs/vlogs/podcasts	*		A / I / T
Experience of accessing and using the University’s Virtual Learning Environment (Learning Edge), Library Catalogue, discovery tool (Discover More) and online Reading Lists to locate print and electronic information resources	*		A / I
<b>Abilities/Skills</b>			
Good level of academic skills, including academic writing and information literacy and ability to empathise with student issues	*		A / I
Able to use own initiative and work autonomously, as well as part of a team, with a can do, enthusiastic attitude	*		A / I
Excellent interpersonal and communication skills (written and oral), able to understand instructions and maintain complete confidentiality	*		A / I / T
Ability to present information to other students, accurately and confidently, in a one to one and group setting	*		A / I / T
Able to demonstrate professional commitment, flexibility and reliability	*		A / I

**\*Method of Assessment:** I-Interview, A-Application, T-Test, P-Presentation.

*Please note that all applications will be assessed against the Person Specification using this criteria.*