

Edge Hill University

Human Resources

It is important to note that this job description is a guide to the work you will be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your contract of employment.

Job description for the post of

Student Advisor

The postholder will be:

Accountable to: Head of Student Engagement

Responsible to: Student Engagement Officer

Responsible for: n/a

About Library and Learning Services

Library and Learning Services provides a responsive and supportive environment for students and staff, developing and supporting learning through a wide range of services, facilities, research, technology, and information including:

- Information/learning resources – print and digital
- Library Services – Ormskirk and Manchester
- UniSkills – digital/information literacy and academic writing for students
- Specialist support for students with a Specific Learning Difficulty (SpLD)
- Research support
- Supporting the development of digital skills for staff and students

The Team

The Student Engagement team provide high quality and student-centred academic skills support to students in all academic disciplines from pre-entry to taught postgraduate, to enhance their satisfaction, attainment, and retention. Support is delivered on a one-to-one basis through appointments and drop ins and to groups through webinars/workshops and sessions embedded into the curriculum. The team work closely with academic colleagues across the University to provide advice and guidance on academic literacies and how to embed academic skills interventions within the curriculum.

The Role

Student Advisors support the delivery of induction, transition and introductory academic skills support across Library and Learning Services and wider Catalyst specialist support teams. This includes delivering Catalyst tours, supporting welcome and induction events, providing peer to peer guidance and support using Learning Edge (Blackboard), finding academic information and introductory academic skills. Support is delivered in person and online through workshops, events, group sessions, and occasional one-to-one support. Student Advisors also contribute to accessibility, digital and social content creation, service development projects and student recruitment initiatives. This is a flexible role, but a professional approach, consistent commitment and good communication is required from the post-holder throughout the year.

Duties and responsibilities

Below is an outline of the indicative duties and responsibilities of the role. Please note that full training will be provided.

1. To support induction activity on behalf of all Catalyst specialist support teams, delivering student-led support, promoting the Catalyst Induction Toolkit and helping students find their feet.
2. To support welcome and transition events, activities and initiatives including delivering and/or supporting introductory UniSkills in person and online workshops.
3. To provide peer to peer support on a range of introductory academic skills, including finding academic information and referencing, through in person and online, one-to-one and group support.
4. To work collaboratively with the Student Engagement Officer, Academic Skills Advisors and other Student Advisors to develop and deliver student facing in person and online workshops.
5. To support and advocate for accessibility through acting as a critical friend, creating accessible documents and captioning recorded content using lecture capture software and other digital accessibility tools.
6. To provide peer to peer support for Edge Hill University's Virtual Learning Environment (Learning Edge | Blackboard), advising and assisting students in navigation to access modules, download content, use accessibility features, support assignment submission and general troubleshooting.
7. To act as a Library and Learning Services advocate and participate in marketing UniSkills via in person and online campaigns, including creating digital content for a wide range of digital and social channels.

8. To contribute and potentially lead on small projects to improve service delivery and student experience.
9. To work closely with the Student Engagement Officer, and in liaison with wider teams and departments, to participate in evaluation work, undertake benchmarking and conduct user experience (UX) activities and studies.
10. To support University student recruitment activities, including Open Days, Offer Holder Days and School Visits, delivering student-led Catalyst tours and welcoming external visitors to campus, providing an excellent customer experience.
11. To record all enquiries, engagement and support delivered in an accurate and timely manner in line with Library and Learning Services systems, policies, and procedures.
12. To record all working hours and duties in a timely and accurate manner in line with University HR and Payroll deadlines.

In addition to the above all staff are required to:

- A. Adhere to all Edge Hill's policies and procedures, including Equal Opportunities and Health and Safety.
- B. Respect confidentiality: all confidential information should be kept in confidence and not released to unauthorised persons.
- C. Undertake appropriate training and development as required.
- D. Participate in Edge Hill's Performance Review and Development Scheme.
- E. Adhere to Edge Hill's environmental policy and guidelines and undertake tasks in a sustainable manner
- F. Demonstrate excellent Customer Care in dealing with all customers

Hours of work: Flexible work dependent on employee availability and service demands.

Salary Range: Grade 1 point 11 - currently £12.84 per hour

Candidates should note that shortlisting will be based on information provided on the application form with regard to the applicant's ability to meet the criteria outlined in the Person Specification attached.

PERSON SPECIFICATION FORM

JOB TITLE: Student Advisor

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

		Essential	Desirable	Method of Assessment
	Qualifications			
1.	Current student at Edge Hill University.	*		A
2.	Completed at least one semester at Edge Hill University and be continuing in your studies for the remainder of the academic year.		*	A
	Experience			
3.	Experience of working in a customer services or support role with excellent customer care skills.	*		I
4.	Excellent IT skills, experience of using a range of IT packages e.g. Microsoft Office, Teams, email and internet.	*		A/I
5.	Experience using social media and associated applications, including writing and/or engaging with blogs/vlogs/podcasts and video creation.	*		A/I/T
6.	Experience using University's Virtual Learning Environment (Blackboard), Library discovery tool (Discover More) and online reading lists to locate print and electronic resources and assignment submission (Turnitin).	*		A/I
	Knowledge/Abilities/Skills			
7.	Good level of academic skills, including research and academic writing skills with ability to empathise with current student issues.	*		A/I
8.	Excellent interpersonal and communication skills (written and oral), able to understand instructions and maintain confidentiality.	*		A/I/T
9.	Able to use own initiative and work autonomously, as well as part of a team, with a can do, enthusiastic attitude.	*		A/I/T
10.	Ability to present information to others accurately and confidently, in a one-to-one and group setting.	*		A/I/T
11.	Able to demonstrate professional commitment, flexibility and reliability.	*		A/I

***Method of Assessment (I-Interview, A-Application, S-Supporting Statement, T-Test, P-Presentation) Please note that applications will be assessed against the Person Specification using this criteria.**