Job profile

Job title	Advice caseworker
Reports to	Advice and rights manager
Responsible for	n/a
Salary	£33,146

Job purpose

The postholder will be responsible for providing impartial advice to students on academic matters. They will represent and support students in meetings and panels and advocate on their behalf. They will provide feedback on policies and procedures to help develop a more preventive approach to the Union's work.

Duties

- Advise students on a one-to-one or group basis face-to-face, by phone or by email on academic issues such as appeals, extenuation, complaints, assessment offences, complaints to the Office of the Independent Adjudicator and other similar matters
- Represent and advocate for students at internal and external hearings mainly in relation to the above
- Maintain accurate and comprehensive casework notes on the case management system
- Make referrals to services within the University and to external organisations
- Provide feedback on policies and procedures affecting students to support policy-making
- Support and guide student staff to deliver accurate and appropriate advice, including discussing courses of action and reviewing correspondence for clarity and accuracy
- Support the production of information and advice materials for students
- Maintain knowledge of changing legislation, policies, procedures and practices relevant to the work of the advice service
- Assist in conducting research to support the Union's work

Additional responsibilities of all staff

- Be a team player by working with colleagues and students across a range of projects
- Maintain high standard of professionalism, confidentiality and respect for student, colleagues and visitors
- Adhere to and apply the Union's values, policies and procedures
- Be responsible for observing and implementing good health and safety practices
- Travel to/between and work at all three UEL sites when required
- Attend committees, meetings, training, conferences and other events
- Attend occasional weekend and evening events, according to organisational needs
- Participate in major Union events and activities as and when required
- Undertake any other duties as reasonably requested by line manager

Person specification

All criteria listed are essential for this role except where stated desirable.

Education/qualifications (application form)

- Degree-level qualification (any) OR significant experience in advice services
- AdviceUK Learning to Advise qualification or equivalent (desirable)

Professional experience (application form, interview)

- Working in a similar role with proven success
- Providing complex case-based advice to individuals
- Representing clients at panels or hearings (desirable)
- Advising clients on application of University, statutory or similar regulations and policies
- Supporting junior colleagues or volunteers
- Using a case management system
- Using IT tools in advice provision
- Developing and maintaining relationship with key stakeholders

Knowledge, skills and abilities (interview)

- Thorough understanding of best practice in delivering services within a confidential setting
- Understanding of students' unions and how they operate (desirable)
- Comprehensive knowledge of academic systems within higher education and best practice in quality assurance (desirable)
- Knowledge of relevant legislation and regulations such as University academic regulations, OIA good practice framework, Equality Act, GDPR, etc. (desirable)
- Sound judgement and ability to handle competing priorities
- Able to communicate and work effectively in a team and using own initiative, with clients and stakeholders
- Excellent inter-personal skills including being able to clearly communicate with other staff members at all levels
- Excellent IT skills including Microsoft Office

Personal attributes (interview)

- Willing and able to work in a fast-paced, challenging environment
- Willing and able to work in a student-led, democratic organisation
- Willing and able to work flexibly including occasional evenings and weekends
- Understand and appreciate culture and climate of modern students' unions
- Sensitive to the needs of a diverse community and cultural differences