

Post Details		Last Updated: 01/08/2019	
Faculty/Administrative/Service Department:	Student Support Services		
Job Title:	Student Money Adviser		
Job Family & Job Level	Professional Services	3	
Responsible to:	Student Advice Manager (Money, Housing & International)		
Responsible for:	N/A		

Job Purpose Statement

The Student Support Adviser contributes to providing excellent student support services, aiding the recruitment, retention and progression of international students, and ensuring very high levels of student satisfaction.

The post-holder provides support and advice to Surrey students (both UK and International – UG, PG and PGR), throughout their student lifecycle. Areas of responsibility include offering information, advice and guidance around different areas of advice/student life.

Problem Solving, Accountability and Dimensions of the role

The Student Money Adviser will work within the Student Money & Housing Advice Team.

The Student Money Adviser will keep up to date with relevant policies and regulations, for example from Student Finance England (SFE), and NHS Bursaries to ensure effective advice and support for students and staff, timely casework administration and contribution to improved process/procedures.

The post holder will communicate with prospective and current students by telephone, email, in person and online providing efficient and effective help to service users. This will include working semi-autonomously at times without close line management supervision, but within the limitations of their training.

The post holder is responsible for the resolution of routine problems with individual students and liaising with relevant University staff and external bodies. The post holder will be expected to identify the nature of any problems and issues through analysis and then apply their judgement and initiative in order to find an appropriate resolution.

The post holder will generally carry out student money and housing related casework, working in a proactive manner to resolve student queries, referring to colleagues and appropriate advice services where necessary, to achieve an effective end result. They will organise their own individual tasks and follow team leader requests in order to meet agreed deadlines as appropriate.

Background Information/Relationships

Student Support Services provide the University's welfare, counselling, health, mentoring, financial, housing and immigration support services. Student Money and Housing Advice comprises of a small dynamic team that provide comprehensive, impartial and confidential information and advice on a range of student support issues.

The Student Money and Housing Advice team is a key support team within Student Support Services, providing services to around 17,000 students and disbursing over £5 million pounds of student financial support funds, including administration of the University undergraduate bursary and scholarships scheme, U.S. Federal loans and University hardship funds. Student Advisers work as part of a small team of experts within the Student Services Centre, to enhance the student experience at Surrey and to ensure that students receive excellent support and advice services.

The post holder will be based in the Student Services Centre which includes 23 staff across a range of support teams (Student Information Desk; Student Life Mentoring; Student Receivables; Student Advice Money &

Housing; & International Student Support) which work together to promote an optimal student experience.

The role will involve liaison with various internal and external contacts:

Internal: They will work closely with the Student Advice Manager, Money and Housing Team Leader, and other student advisers. The post-holder will also work with other stakeholders within the University including MySurrey Hive, Faculties, Registry, Accommodation, Wellbeing, Students Union, Mentoring, Assessments, Employability, International Study Centre and Disability and Neurodiversity.

External: All necessary networks for general welfare and advice, such as the National Association of Student Money Advisers, the Student Loan Company, the United States Department of Education, The NHS Business Services Authority, the UK Council for International Student Affairs, Citizens Advice, Shelter, Job Centre Plus and National Homelessness Advice Service.

This job purpose reflects the core activities of the post. As the Department/Faculty and the post-holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post-holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary. Should significant changes to the job purpose become necessary, the post-holder will be consulted and the changes reflected in a revised job purpose.

Person Specification This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.

Qualifications and Professional Memberships	Essential/ Desirable
Degree or equivalent	E
Broad vocational experience, acquired through a combination of job-related vocational training and considerable on-the-job experience in the provision of statutory and discretionary funding related advice, ideally in an educational setting.	E
Evidence of training and continuous professional development from a recognised advice sector provider e.g. NASMA, AdviceUK.	D
Technical Competencies (Experience and Knowledge) This section contains the level of competency required to carry out the role (please refer to the competency framework for clarification where needed and the Job Families Booklet).	Essential/ Desirable
Experience of providing information, advice and guidance within a higher education setting (e.g. student fees/funding/debt/housing)	E
Experience of supporting individuals with complex regulatory procedures	E
Experience of discretionary fund decision making and identification of current issues.	E
Highly degree of IT capability, including experience of using Microsoft Word, excel, power point and outlook email or similar packages	E
Excellent communication and presentation skills, and the ability to convey complex information with clarity to a range of audiences	E
Excellent advisory skills and the ability to interpret and advise on complex statutory regulations and procedures	E
Experience of dealing with cultural sensitivity issues requiring tact, diplomacy and a calm approach in difficult situations	E
Special Requirements:	Essential/ Desirable
Commitment and ability to work collaboratively across team and organisational boundaries , developing relevant skills and knowledge	E

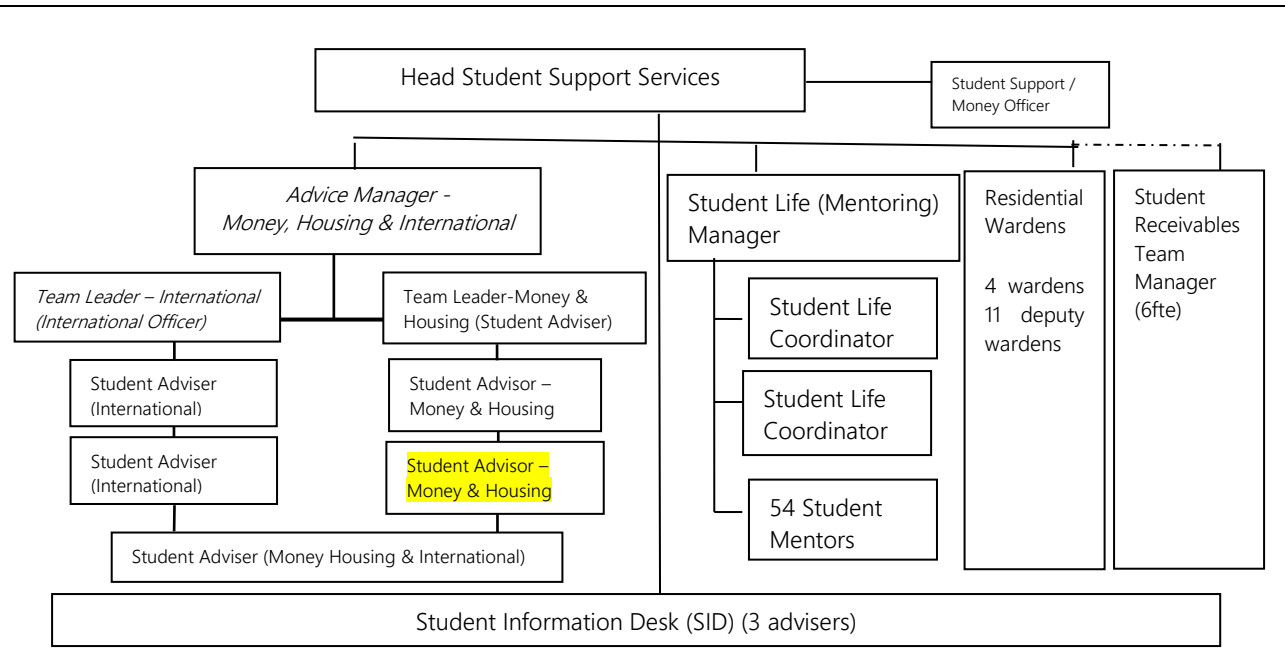
Ability to work outside contracted hours at Open Days & attend training/conferences as required	E	n/a
The post-holder will be expected to contribute to Meet and Greet and International student Orientation events in late September and annual leave should not be taken between mid-September and mid-October.	E	n/a
Core Competencies This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). N/A (not applicable) should be placed, where the competency is not a requirement of the grade.		Level 1-3
Communication		3
Adaptability / Flexibility		2
Customer/Client service and support		3
Planning and Organising		2
Teamwork		2
Continuous Improvement		1
Problem Solving and Decision Making Skills		2
Leadership / Management		1
Creative and Analytical Thinking		1
Influencing, Persuasion and Negotiation Skills		2
Strategic Thinking		1
Organisational Information		

All staff are expected to:

Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.

Help maintain a safe working environment by:

- Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
- Following local codes of safe working practices and the University of Surrey Health and Safety Policy.
- Excellent environmental performance is a strategic objective for the University of Surrey. All staff are encouraged to work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Undertake such other duties within the scope of the post as may be requested by your Manager.



### Key Responsibilities

This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum) and should be read in conjunction with the accompanying Job Purpose.

- Provide a professional, specialist and confidential advice service to students and advise students on their eligibility on a range of subjects including: student financial support, discretionary support funds, bursaries, money management, debt counselling, welfare benefits, tax credits, fee status, housing rights and Universal credit. This service is to be provided for students in both further and higher education, and also to potential students interested in applying to University of Surrey.
- Represent the University to relevant internal/external groups, as a member of relevant professional organisations.
- Advise students about the financial implications that may occur of interrupting their study, repeat study, course transfers or withdrawals.
- Regularly record student contact and case work on relevant databases such as SITS and ESD/SID.
- Participate in recruitment and enrolment related events (open days) and assist with other activities which underpin the student lifecycle as required.
- Devise and deliver presentations and workshops for both current and potential students on a range of practical, financial, and welfare issues.
- Undertake such other duties across Student Support Services, given the level of the role, as may be requested by your Team Leader, Manager or Head of Student Support
- Work in close collaboration with other services within the Student Services Centre to enhance the student experience for both prospective and current students

N.B. The above list is not exhaustive.