

Job Description

Job Title:	Student Adviser
Location:	4 Worcester Street, Oxford. We expect staff to be on-site up to 100% of the week during full term-time and 60% of the week during vacation periods.
Working hours:	22.5 hours per week (0.6 FTE), normally between Monday-Friday 9am-5pm, with some occasional out of hours work. Working pattern will be discussed with the successful candidate.
Contract:	Permanent (subject to successful six-month probation)
Salary:	£31637 - £35116 (£18,982 – £21,069 actual for 0.6 FTE)
Reporting to:	Advocacy Manager
Department:	Student Engagement

Oxford SU Transformation

Oxford SU has just completed a large-scale organisational Transformation programme. We've reviewed every aspect of what we do, why we do it and how we do it. Our purpose is to represent the 26,000 students of Oxford University to the University, locally and nationally. Our impact is in the change that we're able to deliver for our members in their academic interests. We're looking for an empowering, empathetic, solution-focussed Student Adviser to help us deliver information, advice and guidance to our members on collegiate University regulations and procedures so that they feel equipped to take the decisions that are right for them in their circumstances.

Oxford SU is a student-led organisation. You'll be working with exceptional staff, elected leaders and University/College colleagues to deliver the best support for our members – balancing your experience and expertise with active student representation and input. We work in a high-support, high-challenge environment -we are a small and relatively flat staff team which means our staff use their initiative and work together as a high performing team.

Job Purpose

- Delivering high quality, information, advice and guidance to students who access SU Advice on collegiate University regulations and procedures across a range of platforms.
- Ensuring students feel prepared and supported when attending formal and informal university meetings, panels and hearings.
- Identifying policy issues and trends from casework to provide insights to support representation.

Responsibilities

Casework (approx. 80% of job role)

- Be the primary point of contact and referral for all enquiries, responding to student requests in a timely and appropriate manner.
- Provide in-depth advice and information to students on relevant college and University regulations, procedures and policies referring them to the appropriate sources of assistance where necessary.
- Support students throughout their case by impartially advising on appropriate options, reviewing correspondence and written statements and supporting them at formal and informal meetings.
- Manage own caseload, prioritising in accordance with Oxford SU Advice procedures and keeping accurate and confidential case records.

- Ensure all casework confirms to the policies and procedures of Oxford SU Advice including but not limited to: Data Protection, Complaints, Confidentiality, Conflict of Interest, Safeguarding. Identifying and escalating concerns in line with these policies as appropriate.
- Keep up to date with legislation, policies and practices relevant to students in Higher Education and studying at the University of Oxford.

Policy: (approx. 5% of job role)

- Consistently and accurately track trends and insights on case management system.
- Work with the Advocacy Manager to proactively identify policy issues and trends from casework to support representation and insights work.
- Seek students informed consent to collect anonymised case studies for use in data and insights work.

Outreach: (approx. 5% of job role)

- Provide support for Open Days, Freshers Fair and other outreach events.
- Maintain positive working relationships with internal and external stakeholders.
- Contribute where required to the induction and training of incoming elected officers and other student leaders.

General: (approx. 10% of job role)

- Promote the purpose and behaviours of Oxford SU through interactions with internal and external stakeholders.
- Adhere to and promote Oxford SU's policies and organisational values.
- Attend meetings and training events as required.
- Engage in regular 1:1s and team meetings.

A typical day in the role could look like:

10am-11am	Get to the office, say hi to colleagues and get yourself a tea, coffee or water. Log into the Advice Inbox and respond to any ongoing cases, before accepting new referrals. Uploading a copy of all interactions onto our secure case management system.
11am-12pm	Attend a panel hearing with a student being held at one of Oxford's colleges. You act as their support and are able to appropriately challenge when they aren't following their procedure correctly – keeping the meeting fair so the student could fully engage in the process.
12pm-12:30pm	De-brief with the student; check they are ok and plan out some next steps with them.
12:30pm-1pm	Upload notes from the hearing to our case management system, and flag a policy concern over the failure to follow the process. Then, send the student a quick email to confirm what you'd discussed in your debrief to confirm your agreed next steps.
1pm-1:30pm	Lunch break! Did you remember to bring food in or will you make use of the numerous independent cafes, shops or market stalls on offer in Oxford?
1:30pm-2pm	Meet with a student you haven't met before who's received a misconduct allegation, explain to them what will happen next and the support available throughout the process for them.
2pm-2:30pm	Email the student a copy of what you've discussed with relevant links so they can access support from Student Welfare and Support Services. Upload a copy of your notes onto our Case Management system.

2:30pm-2:45pm	Follow up with students you haven't heard back from to find out the current status of their case and see if they are happy for us to use their case to aid our lobbying work.
2:45pm-3pm	Final check of the inbox and making a note of any priority actions to work on tomorrow morning before logging off.

Person Specification

	Essential	Desirable
Qualifications		<ul style="list-style-type: none"> - Relevant professional qualification (i.e., in information, advice and guidance, counselling, casework, advice management, community engagement) - Evidence of Continued Professional Development
Experience	<ul style="list-style-type: none"> - Delivery of casework, advice or advocacy (in a paid or voluntary capacity) - Keeping effective and confidential records - Dealing with difficult or sensitive situations in a professional and boundaried manner - Working or volunteering in a helping role with people facing difficult circumstances; in particular those which may require additional support due to their physical disability, mental health difficulties, specific learning difficulties and/or neurodiversity 	<ul style="list-style-type: none"> - Use of a Case Management system - Providing advice in a student-facing environment -
Skills	<ul style="list-style-type: none"> - Verbal and written communication skills: able to relate to a variety of audiences in an appropriate manner and explain complex regulations and technical processes - Active listening and empathetic communication during distressing situations - Sound administrative skills including competency with standard IT software, including Microsoft Outlook and Microsoft Teams 	<ul style="list-style-type: none"> - Interpretation and application of regulations and legislation - Interpersonal skills and ability to build relationships with people at all levels - Effective case management in an independent manner without close supervision - An ability to understand the complexity of cases and tailor advice and information accordingly.
Knowledge & Expertise	<ul style="list-style-type: none"> - Understanding of the issues affecting students in Higher Education 	<ul style="list-style-type: none"> - Understanding of collegiate university structures - Key legislation and its relevance to students in Higher Education

		(such as Equality Act 2010, Consumer Rights Act 2015) - Issues relevant to Equality, Diversity and Liberation
Values and Behaviours	<ul style="list-style-type: none"> - Flexible and hard working with a proactive working style - Empathy for students whilst remaining boundaried - Consistently striving to offer excellent, high quality and consistent information advice and guidance - A commitment to the principle and practices of equality, diversity and liberation and provision of an accessible service - Able and willing to demonstrate Oxford SU's values 	

Updated July 2025.