

Students' Union Adviser

Role Description and Person Requirements

Department:	Voice and Advocacy Team
Location:	Stoke-On-Trent (with occasional work at our Stafford and London sites)
Reporting to:	Voice and Advocacy Manager
Responsible for:	No management responsibilities



The vision of our team here at Staffordshire University Students' Union is that every student will be **Proud to be a part of Staffs**.

Working alongside our University, it is our purpose to ensure that every student has access to a range of student support services, opportunities for community building and access to activities that shape their academic experience.

About the Role

Our vision at Staffordshire Students' Union is that every student will be Proud to be a part of Staffs. As part of the Voice and Advocacy Team, this role provides high-quality information, advice, and advocacy to support students through a wide range of issues. Most casework relates to Student Finance and money matters, along with academic and disciplinary cases. Advisers also signpost or advocate where specialist or external support is more appropriate, empowering students facing challenges such as housing issues, wellbeing concerns, or incidents of sexual violence.

Core Responsibilities

- Deliver casework support for students, including information, advice, representation, and financial literacy guidance.
- Support, supervise, and train volunteers as needed.
- Contribute to developing and promoting the quality and range of our services.
- Undertake research to improve information resources and support social policy or campaigning work.
- Provide guidance to Full-Time Officers in achieving their manifesto priorities.
- Undertake project-based activity, such as surveys or student workshops.
- Assist in developing and maintaining information materials.
- Support, supervise, and contribute to the development of Union Team Members.
- Represent The Union at key recruitment events such as Discovery (Open) Days and Offer Holder Days, providing financial advice to prospective students.

General Expectations

Whilst working in this role, you will also:

- Maintain high standards of Health and Safety and comply with all relevant legislation.

- Protect confidential and personal data in line with GDPR.
- Follow all Students' Union policies, procedures, and protocols.
- Keep up to date with Higher Education policy, University regulations, and student issues.
- Ensure administrative tasks are accurate, efficient, and fit for purpose.
- Contribute to Student Welcome activities for new and returning students.
- Support ongoing student voice and feedback across the Union and University.
- Help bring the Students' Union vision to life by making every student, guest, and customer Proud to be Staffs.
- Demonstrate commitment to our environmental and ethical values by minimising environmental impact.
- Carry out any other reasonable tasks as directed by your Line Manager.

Please note that this job description is not intended to be exhaustive, and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post-holder.

Person Requirements

Essential Criteria

Proven experience delivering information/advice and managing a caseload, including prioritising effectively, assessing risk, and communicating professionally with students and partners.

Demonstrable expertise in at least one area relevant to the role (e.g., academic appeals, student finance/welfare benefits, consumer rights, or legal issues).

Experience supporting individuals facing complex or sensitive matters (e.g., wellbeing, housing, incidents of sexual violence), demonstrating empathy and sensitivity, whilst maintaining appropriate boundaries.

Ability to advocate on behalf of students and support them through formal processes (e.g., academic or disciplinary procedures), interpreting and applying relevant policies and regulations.

Excellent written and verbal communication; strong attention to detail in records/case notes; confident use of Microsoft 365 (e.g., Teams, Outlook, Word).

Desirable Criteria

Experience supervising, supporting or training volunteers or staff.

Experience providing personal finance/budgeting guidance.

Experience delivering projects or workshops with clear outcomes and timelines.

Research and analysis skills to inform information resources, social policy or campaigning.

Confidence representing the Union at public-facing events (e.g., Discovery Days, Offer Holder Days).

Understanding of the Students' Union's values, vision and service delivery.

Equality Statement

Here at Staffordshire Students' Union, we are committed to promoting and enabling a positive culture where staff, students and visitors are confident to be their authentic selves. We focus on inclusion as a way to ensure equality of opportunity for all our people and to demonstrate our commitment to Equality, Diversity and Human Rights.

We promote applications from all sections of the community, regardless of background, belief or identity, recognising the benefits a diverse organisation can bring for our Union and our community.