

# Job Description

Student Life Generalist Adviser

Learning, Teaching, and Student Experience



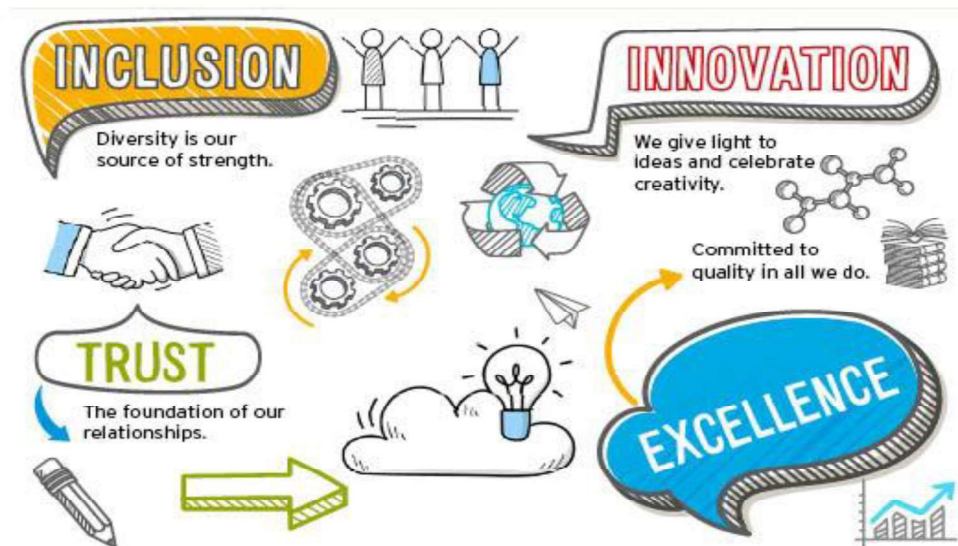
## Brief summary of the role

Role title:	Student Life Generalist Adviser
Grade:	G5
Faculty or Directorate:	Learning, Teaching, and Student Experience
Service or Department:	Student Life
Location:	University of Bradford Campus
Reports to:	Student Life Service Manager
Responsible for:	N/A
Work pattern:	

# About the University of Bradford

## Values

At the University of Bradford, we are guided by our core values of Excellence, Trust, Innovation, and Inclusion. These values shape our approach and our commitment to making diversity, equity, and inclusion part of everything we do – from how we build our curriculum to how we build our workforce. It is the responsibility of every employee to uphold the university values.



## Equality, Diversity, and Inclusion (EDI)

At the University of Bradford, we are guided by our core values of Excellence, Trust, Innovation, and Inclusion. These values shape our approach and our commitment to making diversity, equity, and inclusion at the heart of everything we do.

We foster a work environment that's inclusive as well as diverse, where staff can be themselves and have the support and adjustments to be successful within their role.

We are dedicated to promoting equality and inclusivity throughout the university and have established several networks where individuals can find support and safe places fostering a sense of belonging and acceptance. We are committed to several equality charters such as Athena Swan, Race Equality Charter, Disability Confident and Stonewall University Champions Programme..

## Health, safety, and wellbeing

Health and Safety is a partnership between employee and employer each having responsibilities, as such all employees of the University have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions.

It is the responsibility of all employees that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

Managers should note they have a duty of care towards any staff they manage; academic staff also have a duty of care towards students.

All colleagues will need to ensure you are familiar with any relevant Health and Safety policies and procedures, seeking advice from the Central University Health and Safety team as appropriate.

We are registered members of the University Mental Health Charter. This visibly demonstrates our commitment to achieving cultural change in student and staff mental health and wellbeing across the whole university, whilst supporting the vision of our People Strategy to create a culture and environment of transformational diversity, inclusion and social mobility, creating a place where our values come to life and are evident in our approach.

## Information governance

Employees have a responsibility for the information and records (including student, health, financial and administrative records) that are gathered or used as part of their work undertaken for the University.

An employee must consult their manager if they have any doubts about the appropriate handling of the information and records with which they work.

All employees must always adhere to data protection legislation and the University's policies and procedures in relation to information governance and information security.

Employees will be required, when and where appropriate to the role, to comply with the processing of requests under the Freedom of Information Act 2000.

## Criminal record disclosures and working with vulnerable groups

Depending on the defined nature of your work and specialist area of expertise, the University may obtain a standard or enhanced disclosure through the Disclosure and Barring Service (DBS) under the Rehabilitation of Offenders Act 1974.

All employees of the University who have contact with children, young people, vulnerable adults, service users and their families must familiarise themselves, be aware of their responsibilities and adhere to the University's policy and Safeguarding Vulnerable Groups Act 2006.

The University is committed to protect and safeguard children, young people and Vulnerable Adults.

Suitable applicants will not be refused positions because of criminal record information or other information declared, where it has no bearing on the role (for which you are applying) and no risks have been identified against the duties you would be expected to perform as part of that role.

## Role holder: essential and desirable attributes

### Qualifications

<b>Essential</b>	<ul style="list-style-type: none"> <li>• A good standard of education including GCSE English and Maths Grade A to C or equivalent qualification (or equivalent experience)</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• ECDL or equivalent</li> <li>• Qualification in Information, Advice and Guidance OR Customer Service</li> </ul>

### Experience, skills, and knowledge

<b>Essential</b>	<ul style="list-style-type: none"> <li>• Experience of providing customer service in a student support setting, or in a customer care environment.</li> <li>• Proficiency in Microsoft Office packages and use of intranet.</li> <li>• Excellent communication skills; including the ability to adapt communication style to the audience and for a variety of channels such as, face to face, telephone, email, live chat.</li> <li>• Ability to engage with customer and colleagues, and work co-creatively to resolve issues and deliver a world class student experience.</li> <li>• Experience of understanding and working to a range of established procedures and regulations</li> </ul>
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	<ul style="list-style-type: none"> <li>• Ability to prioritise and coordinate own workload and work to set deadlines</li> <li>• Ability to working flexibly and proactively, taking ownership of issues, and resolving these in a customer-focused manner</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Experience of working in higher education</li> <li>• Awareness of the current issues facing student in HE</li> </ul>

Personal attributes

<b>Essential</b>	<ul style="list-style-type: none"> <li>• Commitment to delivering an excellent student experience by always providing a friendly, helpful and confident approach.</li> <li>• Discretion, sensitivity and understanding of confidentiality</li> <li>• Able to adopt a flexible approach to work and to support cover of some evening and weekend University events such as open days.</li> <li>• Actively seeks learning experiences with a drive to acquire and share new knowledge and capabilities;</li> <li>• Ability to cope with change and working to tight deadlines</li> <li>• Be willing to undertake any further training necessary to meet the requirements of the post.</li> <li>• Understanding of the University's commitment to Equality and Diversity.</li> </ul>
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<b>Desirable</b>	•
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## Main purpose of the role

- Acting as the first point of contact for all enquiries into the Student Life Service, the Student Life Generalist Adviser acts as the triage point for the Student Life Service, ensuring that the Student Life Specialist Advisers are able to retain capacity for complex and risk associated cases.
- The Student Life Generalist Adviser will aim to manage initial queries via a range of options delivered via face-to-face meetings at a service desk or by appointment, by email or by phone. They will also be responsible for triaging via the university case management system and assessing whether students require a more urgent level of support and making appropriate referrals.
- To provide initial advice and guidance relating to statutory and discretionary student financial support, including reviewing of hardship fund applications, ensuring appropriate and sufficient information and evidence has been received in order to apply and then collecting outstanding data if required.
- Supporting students in non-medical crisis, referring to the Student Life Specialist Advisers, as appropriate.
- To facilitate referrals to other specialist student support teams (where appropriate).

## Main duties and responsibilities

1. To offer a welcoming and reassuring voice across all communication channels and act as a first point of contact for students, providing general advice, guidance, and support, demonstrating ownership of queries, where appropriate.
2. To develop and maintain an excellent knowledge of university structures, systems and processes so as to provide a comprehensive information service to students.
3. To triage initial referrals to the Student Life Service, whether this be pastoral, wellbeing or financial support. This includes a level of appropriate responsibility for delivery of the university food pantry.
4. To deal with all incoming enquiries, whether by telephone, email or in person, tailoring your response and approach.
5. To engage and build rapport with students who access the Student Life Service and triage their support needs by providing appropriate responses and facilitate access to more specialist services and support where required.

6. To work with the student to identify which service they require and providing information for making appointments, if necessary, always ensuring sensitivity and confidentiality and that any emergency support required by the student will be escalated appropriately.
7. To provide initial advice and guidance relating to statutory and discretionary student financial support, along with students in non-medical crisis, referring to the Student Life Specialist Advisers, as appropriate.
8. To contribute towards the administration of university hardship and other discretionary funds and schemes, ensuring that all required evidence has been submitted, and to undertake the chasing up of outstanding documents.
9. To undertake a broad range of transactional student activities, including supporting student ID card production and replacement, student DBS ID checks, and provision of standard support documentation including online information and administrative functionality via SharePoint sites and e:Vision.
10. To provide support to ensure the smooth-running of the Student Life Service and liaison with specialist student support services, programme admin teams and other key internal customers to enable joined up working.
11. To use relevant University systems, including the student record system (SiTs), Advocate, SharePoint, appointment systems and the University webpages, to be able to provide a level of high-quality services to students and staff.
12. To contribute to the formulation and implementation of new service initiatives.
13. To contribute to the development of information materials, and self-access resources, for students on a range of topics pertaining to money advice and pastoral support.
14. To contribute to the provision of support for a range of student groups as identified through the University's strategic priorities, including but not limited to, our care experienced, estranged, refugee and asylum seeker, and young adult carer students
15. To support the smooth-running of University-wide events and initiatives pertaining to the student journey, including, but not limited to enrolment, graduation and graduation ceremonies, clearing and student inductions. This may involve occasional working weekends or evenings.

This document outlines the duties required at the current time to indicate the level of responsibility. It is not a comprehensive or exhaustive list and may vary to include other

reasonable requests as directed by University management which do not change the general character of the job or the level of responsibility entailed.