

Student Support Advisor- Job Description & Job Specification

Why work with us?

At the University of South Wales Students' Union, we are led by students, for students. As part of our team, you'll be joining a values-driven charity dedicated to making a positive difference to students' lives. We are committed to creating an inclusive, fun, connected and excellent Students' Union. If you're passionate about supporting students and want to help shape a positive and engaging student experience, we'd love to hear from you.

Type: Permanent, full time (35 hours per week)

Salary: £25,887.23

Location: Across all USW Campuses (travel between campuses will be required).

Benefits:

- Generous annual leave entitlement of 30 days, plus public holidays
- 8 additional closure days
- Occupational sick pay and enhanced family friendly policies
- Free tea & coffee
- Free clothing merchandise

Report to: Head of Engagement

Purpose of Role

The Student Support Advisor will provide independent, confidential and non-judgemental advice, guidance and advocacy support to students on academic and welfare-related matters. The postholder will work collaboratively with Union Staff, University departments and external agencies to ensure students receive timely and effective support, while identifying emerging issues and contributing to service development and the Union's student engagement activities.

Main Duties and Responsibilities

1. Deliver Advice and Guidance to Students

Provide information, guidance and procedural advice to students and Sabbatical Officers on matters including, but not limited to:

Academic Matters

- Academic appeals and review procedures.
- Student complaints procedures.



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- Mitigating and extenuating circumstances applications.
- Assessment regulations and progression requirements.
- Interruptions of study, suspensions and withdrawals.
- Student disciplinary procedures.
- Fitness to Study procedures.
- Fitness to Practice procedures.
- Professional suitability concerns.
- Interpretation and application of University regulations, policies and procedures.

Welfare and Student Experience Matters

- Financial hardship and emergency support.
- Accommodation and housing concerns.
- Harassment, bullying and discrimination issues.
- Wellbeing concerns and emergency support.

2. Manage Student Casework and Advocacy

- Manage a caseload of complex and sensitive student cases, ensuring students receive timely, accurate and appropriate support.
- Triage enquiries and determine the most appropriate form of support, including self-help resources, support from Sabbatical Officers/ other Union Staff, referrals to university services or direct intervention from the Student Support Advisor.
- Conduct appointments with students in person, online and via telephone.
- Provide procedural guidance to students, enabling them to understand their rights, responsibilities and available options and make informed decisions.
- Support students in preparing documentation, written statements and evidence for formal University processes where appropriate.
- Liaise with University departments and professional services, with student consent, to coordinate support and facilitate resolutions.
- Advocate for students and accompany them to meetings, hearings and investigations where appropriate and within the remit of the Students' Union.

- Identify and escalate safeguarding concerns and high-risk cases in accordance with Union policies and referral procedures to the Head of Engagement.

3. Manage Advice Service Administration and Records

- Develop and maintain secure case management processes and systems for the recording, monitoring and management of student support cases.
- Maintain accurate, confidential and contemporaneous records in accordance with the UK General Data Protection Regulation (GDPR), the Data Protection Act 2018 and Union policies.
- Monitor active cases and ensure timely communication, follow-up actions and appropriate closure of cases.
- Produce regular reports on case volumes, categories, service demand, trends and outcomes and present findings to the Senior Management Team on a termly basis.

4. Partnership Working and Officer Support

- Build and maintain effective referral pathways between the Students' Union, University departments and external agencies.
- Support Sabbatical Officers in managing complex cases and ensure advice and advocacy provided across the Union is accurate, consistent and appropriately recorded.
- Provide advice, guidance and briefing information to Sabbatical Officers and other colleagues on University procedures and referral pathways.

5. Service Development and Student Engagement

- Analyse trends and recurring issues identified through advice and support cases and produce recommendations for service improvement, policy development and engagement priorities.
- Develop and maintain accessible advice resources, guidance materials, templates and online information relating to common student concerns and University procedures, working with our marketing team where appropriate.
- Plan and coordinate monthly advice drop-in sessions and workshops across all campuses.

General Responsibilities

- Work in accordance with the Students' Union's values, policies and strategic objectives.
- Maintain professional boundaries and confidentiality.
- Undertake any other duties commensurate with the grade and nature of the post.
- Promote and uphold a culture of dignity, respect, equality and inclusion, treating all colleagues, students, officers, volunteers and external partners fairly and with professionalism at all times.

Person Specification

Criteria	Essential	Desirable
Knowledge, Education & Qualifications	• Degree level education or equivalent professional experience • Understanding of the issues and challenges affecting students in higher education. • Knowledge of GDPR and information governance requirements. • Understanding of equality, diversity and inclusion principles and their application in service delivery. • Knowledge of safeguarding principles,	• Level 3 or above Award/Certificate in Information, Advice and Guidance (IAG) or equivalent. • Mental Health First Aid, Safeguarding or equivalent professional training. • Knowledge of issues affecting student wellbeing, cost of living and student accommodation. • Understanding of the role of Students' Unions and student representation in higher education.
Experience	• Experience of providing information, advice and guidance. • Experience of managing a caseload and	• Experience of working within a Students' Union, higher education institution or advice setting.

	maintaining accurate and confidential records. •Experience of supporting individuals through formal processes. •Experience of working collaboratively with a range of stakeholders and building effective working relationships.	•Experience of advocacy & representation work. •Experience of producing guidance materials, resources or communications for service users. •Experience of analysing service data and producing reports to inform service improvement. •Experience of delivering workshops, training sessions or awareness campaigns.
Skills & Competencies	•Excellent communication and interpersonal skills, including the ability to communicate complex information clearly and sensitively. •Strong active listening, analytical and problem-solving skills. •Excellent organisational and time management skills, with the ability to prioritise a varied workload and manage a caseload effectively.	•Experience of using case management systems and reporting tools. •Ability to communicate through the medium of Welsh (spoken and/or written) or a willingness to develop Welsh language skills.

Applications must be submitted by 25th July 2026. We reserve the right to close this vacancy early if we receive a high volume of applications, so we encourage candidates to apply as soon as possible.