Student Housing Adviser

Department: Student Support, Student Life and Wellbeing

Hours of work: Full-Time / 37 hours a week

Contract type: Fixed term for 2 years

Salary: £34,308 - £42,155 a year / Grade 6
**Introduction**

The Student Life and Wellbeing works to enhance all aspects of student life and experience at the University and is part of the Student and Academic Services Directorate. The team delivers a wide range of proactive and responsive services for students and staff.

The Student Support and Advice team is looking to recruit an experienced and motivated individual to join the team, contributing to the delivery of our Integrated Housing Hub initiative in partnership with the York Law School Clinic, York University Students’ Unions, York St John University, City of York Council and York Citizens Advice. You will lead on specific tasks and deliver agreed outcomes linked to student housing in the private rental sector, including providing specialist housing advice and guidance to students at each stage of the tenancy process. Working strategically and collaboratively with our internal and external stakeholders the role is critical to ensuring a coordinated approach to supporting students in the private rental sector, bringing together the support currently available to students from different organisations and services.

**Condition of Employment**

This role is exempt from the Rehabilitation of Offenders Act. Consequently, all applicants will be asked to declare both unspent and spent convictions on their application form. Appointment of the successful candidate will be conditional on a Disclosure and Barring Service check.

**Main purpose of the role**

Working strategically and collaboratively with colleagues in Student Support and more widely from across the service, directorate, wider University, Students’ Unions and externally, you will contribute to the provision of effective support for students through the effective delivery of services and support through the Integrated Housing Hub.

This new initiative will bring together the support and services currently available to students from different organisations, in four sets of activities:

- The provision of information to students, including pro-active campaigns on particular issues, to create a self-sustaining culture of rights-consciousness and an enhanced ability to identify and protect their interests at the time of entering into tenancy agreements.

- A scrutiny service, which provides advice to students on draft tenancy agreements before they are signed and integrates the different types and levels of support that are currently available to students from a range of different sources.

- A responsive advice service, which provides assistance to students on disputes and other issues they encounter with their landlords in private rented housing (again, integrating the different types of support currently available to students).

- Ongoing research and monitoring, led by academics working in partnership with non-academic partners, to monitor the student experience of the private rented sector, and the effectiveness of the Housing Hub in improving the student experience, with a view to identifying ways in which we can enhance the efficacy of the approaches we use to assure the quality of private housing.

Close collaboration with colleagues will be essential in this role in order to ensure that a holistic, student centred approach is adopted. You will contribute to the design, review, monitoring and evaluation of
interventions to ensure that our activity is targeted appropriately and delivering measurable improvements in outcomes

**Key responsibilities**

(Role holders will be required to undertake some or all of the duties below)

1. **Role Specific Responsibilities**

   Working collaboratively, this post will support the delivery of the Integrated Housing Hub, enhancing the provision available to students moving into the private rental housing sector. You will:

   - Contribute to the development and delivery of information and advice designed to support students by providing private sector housing-related advice and guidance,
   - Contribute to the implementation of the Integrated Housing Hub initiative by a range of activities and initiatives.
   - Deliver ongoing specialist private sector housing advice for service users, including holding and managing a student caseload.
   - Provide a scrutiny service and advice on tenancy agreements and working collaboratively, contribute to the integration of the different types and levels of advice and support currently available to students.
   - Provide a responsive advice service to students, including providing assistance with disputes with landlords and issues with landlords in private rented accommodation, contributing to the integration of the different types and levels of support currently available.
   - Assist with the supervision of student advisers in the Housing Hub as required.
   - Work collaboratively with relevant colleagues across the University who support the student housing journey to ensure that their activities are appropriate to the needs of students; engaging and consulting with them and students throughout. You will be expected to inform, influence and negotiate effectively with others to achieve outcomes.
   - Employ a variety of communication methods and channels (including face-to-face, web, social media) to engage with students and produce tailored resources and materials as required.
   - Monitor, analyse and evaluate the impact of the activities and interventions provided and use learning from the project to inform the development of provision.

2. **University of York Responsibilities for Grade 6**

   **Service and Operational Delivery**

   - Oversee a responsive and proactive support service to ensure service expectations are met.
   - Collect and analyse stakeholder feedback to help define needs and requirements and the design and planning of services.
   - Contribute to operational leadership teams and decision making to shape the nature and level of support services.
   - Implement changes to the design and development of a service.
   - Accountable for delivery of a service within a defined area or defined responsibilities.
   - Make effective use of digital solutions to carry out operational activity and implement efficiency improvements.
   - Depending on the role, may be required to act as operational line manager - setting, monitoring and overseeing the work of the team on a day to day basis
Continuous Improvement

- Analyse service and operational delivery data and provide reports, making recommendations for improvement as appropriate.
- Ensure the review and improvement of systems and procedures in line with University frameworks.
- Review internal and external practice to identify opportunities for future improvements or efficiencies.
- Apply expertise to identify, understand and propose resolutions for issues or problems.
- Proactively identify opportunities for building personal knowledge and skills, and ensure training and development needs of the team are met.
- Deliver knowledge sharing on specialist defined processes across the broader team.

Specialist Contribution

- Provide advice to stakeholders in relation to complex policy, procedures and regulations.
- Provide specific technical advice to ensure compliance with legislation, statutory duties, etc.
- Provide specialist expertise and support with complexity of data and information sources, providing interpretation and analysis.
- Carry out in-depth, complex investigations or searches; interrogate the information and data to identify trends and patterns.
- Deliver training, teaching and/or development delivery for stakeholders.

Collaboration and Communication

- Establish, maintain and develop productive and ongoing relationships with University stakeholders to create ideas for tactical service or operational delivery development.
- Build relationships and networks internally and externally to build and update knowledge and skills.
- Use a range of digital media and tools to communicate with a diverse range of key stakeholders.
- Act as a supportive and encouraging member of a team. For roles at this level with supervisory responsibilities, demonstrate compassion and give advice on commonly occurring wellbeing issues.

Governance and Oversight

- Oversee activity to ensure all processes and transactions are delivered in line with regulatory and professional service and policy standards.
- Provide advice and training to stakeholders regarding compliance and regulations relating to the area of responsibility.
- Contribute to the creation or development of policy and procedures to take account of internal and external changes.
- Ensure activities and documents comply with internal University and external regulation, policy and procedures.

Planning and Organisation

- Plan, organise and prioritise the work of self and team members on a regular basis, taking into account operational needs and changing circumstances over the short to mid term.
- Contribute to longer term strategic planning of the team’s work.
- Lead the delivery of projects to facilitate service operational change or play a role in University-wide projects.
# Person specification

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<th>Role Specific</th>
<th>Essential / Desirable</th>
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<tr>
<td>Undergraduate degree</td>
<td>Desirable</td>
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<tr>
<td>Formally professional qualification in Information Advice and Guidance</td>
<td>Desirable</td>
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<td>Knowledge of relevant issues in higher education, including private rental sector housing</td>
<td>Essential</td>
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<td>Knowledge of co-ordinating initiatives and projects across teams</td>
<td>Essential</td>
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<td>Understanding of the needs of those working and studying in a higher education environment</td>
<td>Essential</td>
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<tr>
<td>Knowledge of providing specialist advice and guidance in a variety of formats including on a one to one basis using different media</td>
<td>Essential</td>
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<tr>
<td>Knowledge of relevant regulatory and legal frameworks in the private rental sector</td>
<td>Essential</td>
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<td>Ability to deal with issues of confidentiality and to demonstrate tact and diplomacy in sensitive situations</td>
<td>Essential</td>
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<td>Ability to work on own initiative, under pressure and to tight deadlines</td>
<td>Essential</td>
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<tr>
<td>Ability to work with students on a one to one basis in a variety of media, including providing on-going support</td>
<td>Essential</td>
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<td>Excellent teamwork and interpersonal skills, including the ability to work collaboratively across wider teams and external agencies</td>
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<td>Experience of providing specialist housing advice in the private rental sector</td>
<td>Essential</td>
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<td>Experience of providing interventions for individuals and groups, including on-going support</td>
<td>Essential</td>
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<td>Experience of supporting people; working flexibly to meet their needs and those of the service</td>
<td>Essential</td>
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<td>Experience in social research</td>
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<td>Can do attitude with a commitment to a student centred approach</td>
<td>Essential</td>
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**University of York Person Specification for Grade 6**

**Qualifications:**

Level 3 qualification. (Qualifications at this level include A levels. Please [view the full list](#). We also welcome applicants with equivalent non-uk qualifications or equivalent professional experience.)

Essential
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<th>Skills - demonstrates the ability to:</th>
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<tr>
<td>Lead projects</td>
<td>Essential</td>
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<td>Gather, analyse, interpret and report complex data/information</td>
<td>Essential</td>
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<td>Use digital technologies including Google applications and/or Microsoft Office</td>
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<td>Communicate effectively in verbal and written formats, including the use of a variety of digital tools</td>
<td>Essential</td>
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<td><strong>Behaviours:</strong></td>
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<td>Works collaboratively with others</td>
<td>Essential</td>
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<td>Delivers a quality service</td>
<td>Essential</td>
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<td>Develops self and others</td>
<td>Essential</td>
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<td>Actively champions respect, inclusivity, equality and diversity</td>
<td>Essential</td>
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<td>Identifies and implements continuous improvement</td>
<td>Essential</td>
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