Student Money Adviser

**Department:** Student Life and Wellbeing  
**Hours of work:** Part-time / 29.60 hours a week (0.8 FTE)  
**Contract type:** Fixed term for 2 years  
**Salary:** £25,941 - £31,866 a year (pro-rated for part-time working) / Grade 5
Introduction

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

The Student Support and Advice team is looking for an experienced and motivated individual to join the team, leading on specific tasks and delivering agreed outcomes linked to student money-related projects and delivering money advice and guidance to students.

The student community is of key importance to our institution. We aim to provide an engaging and supportive environment for the future generation of leaders. At York we want to offer all our students an outstanding and valuable experience but most of all we want our students to enjoy their time at York.

Main purpose of the role

This fixed term post will focus on improving student success in higher education by providing students with money-related advice and guidance as well as delivering initiatives to help students navigate their finances throughout their student journey. The team supports the delivery and implementation of our Access and Participation Plan, approved by the Office for Students, by addressing specific needs through the delivery of interventions that support retention and academic success. Working with target student groups, the role is critical to delivering and enabling widening access to a range of advice and support, which includes managing an advice caseload and supporting the daily operations of the Student Support and Advice Team.

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)

- Contribute to the development and delivery of targeted interventions designed to foster inclusion, support social mobility and increase equality of opportunity for under-represented students groups by providing money-related advice and guidance, supporting the administration of specific widening participation bursaries, and developing initiatives to help students look after their financial health.
- Deliver ongoing specialist money advice for service users.
- Work with relevant colleagues across the University who support the student journey to ensure that their activities are appropriate to the needs of the specific student groups you support.
- Use a variety of communication methods and channels, including face to face, web, social media, phone, to reach students and assist in producing tailored resources and materials as required.
- Monitor, analyse and evaluate the impact of the activities and interventions provided to inform service improvement and development.
- Maintain up to date professional records, using formats to facilitate constructive teamwork, and be mindful of issues of confidentiality and GDPR.
- Build successful and productive relationships with colleagues and other stakeholders to establish effective collaborative working relationships.
● Commit to and demonstrate the values associated with Customer Service Excellence and continuous service improvement.

● Undertake other duties which fall within the scope of the grade, as allocated by the line manager, following consultation with the post-holder.
## Person specification

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<tr>
<th>Qualifications</th>
<th>Essential/Desirable</th>
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<tbody>
<tr>
<td>Undergraduate degree or relevant equivalent experience</td>
<td>Essential</td>
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<tr>
<td>Professional qualification relevant to the role</td>
<td>Desirable</td>
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<thead>
<tr>
<th>Knowledge</th>
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<tr>
<td>Knowledge of the needs of vulnerable and/or under-represented student groups in higher education</td>
<td>Desirable</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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<td>Knowledge of Student Support in a higher education environment</td>
<td>Essential</td>
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<td>Knowledge and understanding of providing effective money advice and guidance</td>
<td>Essential</td>
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<th>Skills, abilities and competencies</th>
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<tr>
<td>Excellent communication and presentation skills, written and verbal</td>
<td>Essential</td>
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<td>Ability to work independently and as part of a team as well as across wider teams</td>
<td>Essential</td>
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<td>Ability to work under pressure and to tight deadlines</td>
<td>Essential</td>
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<td>Demonstrative initiative and the ability to solve problems</td>
<td>Essential</td>
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<td>Flexibility and innovation in adapting to changing needs</td>
<td>Essential</td>
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<td>Ability to deal with issues of confidentiality and to demonstrate empathy, tact and diplomacy in sensitive situations.</td>
<td>Essential</td>
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<th>Experience</th>
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<td>Experience of supporting individuals from vulnerable or underrepresented backgrounds</td>
<td>Desirable</td>
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<td>Experience of working in an advisory capacity and of holding and managing advice casework</td>
<td>Essential</td>
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<td>Experience of working with students with complex challenges in higher education</td>
<td>Desirable</td>
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<td>Experience of providing excellent standards of customer service</td>
<td>Essential</td>
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<tr>
<td>Experience of dealing with confidential matters with discretion</td>
<td>Essential</td>
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<td>Personal attributes</td>
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<td>Excellent teamwork and interpersonal skills, conveying a positive attitude and confidence in working with a wide range of people</td>
<td>Essential</td>
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<td>Sensitivity and empathy with service users</td>
<td>Essential</td>
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<td>An energetic, professional and thorough approach to work, with attention to detail.</td>
<td>Essential</td>
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