

Recruitment Pack

Student Adviser

Dear Candidate,

 **avery hill**  **greenwich**  **medway**

Thank you for taking an interest in this role at Greenwich Students' Union (GSU).

GSU is a charitable organisation which plays a crucial role in the experience of over 20,000 students who attend the University of Greenwich. Our job is to ensure that students have a great time and Greenwich and we empower them to change the world.

We have three main departments here at GSU: Membership Services, Commercial Services, and Support Services. These services spread across three campuses with our main offices being based at Greenwich and Avery Hill in Eltham and Medway in Kent.

The Student Adviser will be responsible for supporting the Students' Union Advice Service to provide high quality information and advice that concentrates on proactive preventative support to students on academic and welfare matters that impact their studies. This role will be key in providing insight to elected Officers and staff on matters where the trend in individual casework is indicative of an issue impacting on an increasing number of students. The role will seek to develop insight into the specific needs of students at studying at Greenwich and support the creation of subsequent recommendations.

Opening: 5th December 2025

Closing: 7th January 2026

Interviews: Week Commencing January 12th

Salary: £33,887- £38,140

New starters will be placed on the bottom spine point of their grade. If you would like more information on our Pay Policy, please let us know

Hours of work: Full Time - 35 Hours Per Week

The following pages contain a summary of the principal terms and conditions, key dates in the recruitment process and some information about the Students' Union. Please check you have downloaded everything you need to complete your application and return it electronically.

If you would like to have an informal chat about this opportunity, please contact me at h.beckwith@greenwich.ac.uk

Good luck with your application, and I look forward to meeting you.

Best wishes,

Halden Beckwith

Advice and Wellbeing Manager



GSU PLAN 2026

BECOME YOUR BEST

OUR NEW STRATEGY

GSU PLAN 2026

BECOME YOUR BEST

At Greenwich Students' Union (GSU) we're proud to have made transformative change over the last few years by acting on student feedback and working with our members to make our democracy more accessible, develop the quality and scope of our member services, improve our physical spaces and transform our communication methods.

Recently recognised as a Quality Students' Union, GSU now has an established physical footprint at our three campuses in Avery Hill, Greenwich and Medway, supported by our online spaces.

Our new strategy - GSU Plan 2026 - sets out our action plan that will take us into our next phase of development, ensuring our members are able to shape future opportunities and services. Our role as a Students' Union is to continually evolve our offer for the members of today and future generations.

We have one goal by 2026; supported by GSU and our services, our students to become their best at Greenwich and beyond.

We will focus our team and our time to represent student interests, working with our members to ensure you have access to:

- The best quality and inclusive education.
- Develop skills to be life ready.
- Be the best you can be while they study.
- Find where you belong at Greenwich.
- Take actions to protect our planet together.

Click here to read our plan in full - greenwichsu.co.uk/gsuplan2026

Our Services - Membership

Student Representation

Involvement with Student Assembly, campaigns, Elections and members representation;

Advocacy and Policy

Provide advice to all our members regarding academic process, housing, money and other issues. We work proactively to prevent student issues arising and secure an early intervention if needed.

Student Activities

Encompasses Societies, Sports groups, Academic Communities, Awards, Varsity and much more;

Employability and Volunteering

Identifying opportunities and providing support.

Finance

Central team responsible for financial activity and support across the Union.

Marketing

Supports communication activity for GSU and all its services, events and activities.

Organisation Development

Looking after HR, governance and training across GSU.



Our Services - Commercial

Lower Deck in Greenwich

The best student bar in Greenwich.

Tudor Café in Avery Hill

Selling takeaway food and coffee, snacks and confectionery, merchandise, groceries and toiletries.

The Hill in Avery Hill

Milkshakes by day, cocktails by night!

The Deep End in Medway

Selling hot food and drink, as well as grab-and-go options.

Greenwich Lookbook

Our shop selling University branded merchandise online and in our merch store in Greenwich.

Flagship Events

Offering venue hire in the heart of Greenwich (Avery Hill and Medway TBC).



Staff Benefits

HOLIDAYS:

25 days per annum
8 bank holidays
3 free days over the winter holidays
Additional 1 day for every year at GSU
(up to 5 years)

MISC LEAVE:

1 day off to move to a new house
1 day off for wedding attendance of immediate family
1 day off to attend funeral
3 days off for death or serious illness of immediate family
Study/exam leave
Health appointments
Parental & carers leave
Sick dependents leave
Generous sickness leave pay
Generous maternity and paternity leave pay

PENSION:

Employee contribution: 5 – 7%
Employer contribution: 4 – 6%

MISC BENEFITS:

Parking permit loan
Travel loan
Eye test and contribution to lenses
Insurance – death in service
Training/staff days
Flexible working

MISC PERKS:

Free large soft drinks (post mix) in the Lower Deck and The Deep End
Student prices on hot drinks in Lower Deck and Tudor Café
Student prices in Lower Deck and the Deep End on all applicable menu items
Free venue hire at Lower Deck
Tea, coffee and milk in offices

Application Process

Your application is very important, as the information you provide will be used in deciding whether or not you will be shortlisted for interview. The following advice is designed to help you complete it as effectively as possible. This is part of our commitment to ensuring equal opportunities for job applicants.

Greenwich Students' Union (GSU or SU) wholeheartedly supports the principles of equality and diversity in employment and service delivery. We aim to encourage, value and manage diversity and we recognise that talent and potential are distributed across the population. Not only are there moral and social reasons for promoting equality of opportunity, it is in the best interest of this organisation to recruit and develop the best people for our jobs from as wide and diverse a pool of talent as possible.

TIMELINE FOR RECRUITMENT

At GSU we aim to have our recruitment processes as clear and structured as possible. Ideally, we have our advert listed on various websites for one month. Following the deadline date, we will aim to shortlist within a week. Once shortlisting has been completed, the successful candidates will be informed and given an interview date a week ahead. This will allow our successful candidates the opportunity to prepare and make arrangements.

PLANNING YOUR APPLICATION

When planning to submit your application, read through the material provided, including the job specification and recruitment pack.

PERSONAL SPECIFICATION

The Person Specification is the list of criteria or requirements needed for the post. To be shortlisted you have to fulfil each of the essential points marked 'Application', demonstrating your abilities by giving examples. The strongest applications will detail with examples how candidates meet all of the criteria, including drawing on previous experiences and transferable skills. Remember that voluntary work or work at home can be as valuable as paid employment.

Application Process

COMPLETING YOUR APPLICATION

Step 1: To apply use our online recruitment portal setting out how your experience, skills and values equip you for the role. In addition, you can submit a CV if you wish to do so.

Step 2: Complete the Equal Opportunities Monitoring information within the application for,. This is not disclosed to recruiting manager or shortlisting team.

Step 3: Please submit in time for the stated closing date. Please note that applications received after the closing date will not be considered.

SHORTLISTING

All applications will be sent to the selected recruitment panel who make their preferred selection based on the requirements that meet the personal specification. Candidates who meet the criteria are shortlisted for an interview.

INTERVIEWS

The interview panel will normally be formed of 3-4 staff members who will ask questions based on the values and competency required for the role. For some roles you may also be asked to participate in a task or presentation. The applicants will be informed of this ahead of their interview date. If you are not able to attend the interview, we cannot guarantee that an alternative date will be offered. The Panel will consider requests for alternative dates as they arise.

Job description and Personal Specification

Job title: Student Adviser

Job Purpose:

This role sits within the Advice & Wellbeing Service, a key focus is on delivering 1:1 timely interventions to support students to succeed within their academic journey. The Student Adviser will be responsible for supporting the Students' Union Advice Service to provide high quality information and advice that concentrates on proactive preventative support to students on academic and welfare matters.

This role will be key in looking at trend data and providing insight to elected Officers and staff on matters where the trend in individual casework is indicative of an issue impacting on an increasing number of students.

The role will seek to develop insight into the specific needs of students studying at University of Greenwich, develop new initiatives and support the creation of subsequent recommendations.

Reports to:

Advice & Wellbeing Manager.

Responsible for:

Occasional student staff, volunteers on an ad-hoc basis.

Department/Service

This role sits within the wider Membership Services department, together with other key areas consisting of; Student Voice and Policy, Campus Engagement; Sport, Societies and Front of House. We provide a high-quality service for students, that they can shape, steer and be at the heart of.

Duties and Key Responsibilities

1. Duties and key responsibilities

The post holder will:

- Have good knowledge in areas relating to Advice and the challenges Students face within the higher education sector.
- Provide academic and welfare advice to clients on relevant issues using Microsoft Teams, phone, e-mail, drop-in sessions and one to one appointments, using a client centered approach.
- Act on behalf of the client, obtain information from the University or external organisations, as is reasonably required, to enable them to make an informed choice on the options available to them.
- Where necessary, advocate on behalf of student members to the University and/or such external organisations as have been approved by the Advice & Wellbeing Manager and/or Head of Advice and Wellbeing.
- Signpost students and undertake casework referral to other specialist agencies as necessary.
- Maintain monitoring systems through casework reviews, stakeholder feedback and monthly and annual reporting to ensure a high-quality service provision to students.
- Undertake peer review activities and supervision as needed by the team.
- Provide regular insights and reports on advice data and any campaigns so as to inform our service provision.
- To create and maintain accurate, comprehensive case records at all times; record all advice given and outcomes of any actions taken. Ensure confidentiality is adhered to at all times.

Key Areas

- Be an engaged and an active member of the wider Membership Department, contributing regularly and working collaboratively with peers.
- Provide support to the Officer team in relation to Advice trends, issues and data, helping and equipping them, particularly in their roles as elected representatives.
- Prepare written information for relevant Union briefings, materials and publicity as required.

- Assist the team with a review of relevant reference materials and publicity for the service as requested.
- Publicise and represent the Advice Service at key GSU and UoG events and activities such as Welcome, Outreach Stalls, and/or Wellbeing Checks etc.
- To attend all training sessions necessary to ensure post holders knowledge and skills are kept up to date.

Monitoring and Evaluation

- Monitor the matters raised via individual student cases to identify common trends and report on these trends to inform working practices and policies of the Students' Union and University.
- Provide briefings, debriefs, reports, research and where appropriate attend forums and other meetings as requested to support Student Officers so that advice service trends inform policy and practice improvements.
- Monitor and report on targets and metrics relating to advice campaigns
- Support GSU Officers and the wider SU to influence University policies and procedures by regularly attending university meetings relating to Advice Policy, Health and Wellbeing and student panels.

Stakeholder management

- Collaborate with GSU colleagues, particularly the Representation and Student Voice Team, Campus Engagement Teams to ensure we have a consistent approach to how we work with and support students.
- Support students from all demographics, and particularly those from under-represented groups to engage with the GSU Advice Service.
- Support GSU Officers to achieve their remits for the year in relation to Advice and Wellbeing activities.
- Develop and maintain effective working relationships and links with appropriate staff in the University including the Student Services Team, Complaints and Appeals Team, Accommodation Team, Heads of Department and other staff from faculties across Greenwich and Kent campuses.
- Liaise with relevant agencies and organisations relevant to the SU and student community, including regional and local Advice networks.

2. General Responsibilities

- Represent and be an ambassador for GSU.
- Be flexible and carry out other associated duties as may arise, develop, or be assigned in line with the broad remit of the position.
- Maintain and improve competencies through continuous professional development.
- Abide by organisational policies, codes of conduct and practices.
- Support and promote liberation, diversity and equality of opportunity in the workplace.
- Treat with confidentiality any personal, private, or sensitive information about individual organisations and or clients or staff and Project data.
- Actively seek better ways to assist GSU in its effort to become a more sustainable workplace.
- Any other duties commensurate with the accountabilities of the post.

Personal Specification

Essential Experience

- Relevant experience working in a Students' Union, charity, youth or education sector in an advisory capacity.
- Minimum 1 year full time equivalent (FTE) experience of working within the advice sector or equivalent.
- Minimum 1 year experience (or FTE) of undertaking casework with students or clients.
- Experience of negotiation and advocacy.
- Project planning and evaluation skills.
- Identifying and meeting training needs.
- Producing information and publicity materials.
- Experience of working to operational policies and procedures.
- Experience of working with a range of stakeholders and partnership working.

Essential Skills and Abilities

- Ability to work within a high performing team.
- Ability to troubleshoot difficult situations, and deal with them calmly, efficiently and effectively.
- Ability to produce confident, clear written reports and be able to write succinct documents on complex areas.
- IT skills at a level that supports membership CRM systems and other platforms.
- Excellent time management and organisational skills with the ability to reach deadlines, within agreed budgets and to a consistently high standard.
- Ability to stay focused and efficient in the face of changing priorities.
- Track record of successfully developing and implementing solutions to Advice trends.
- Clear communication skills - face to face and on the phone or email, and at formal and informal meetings or hearings.
- Problem solving, and able to deal with resolve difficult situations calmly, efficiently and effectively
- Assertive as well as diplomatic.

Essential Knowledge

- Knowledge of digital Advice casework databases such as AdvicePro, Caseworker Connect or equivalent.
- Knowledge of Safeguarding for vulnerable adults at risk children.
- Knowledge of relevant health and safety legislation.
- Knowledge of GDPR and handling sensitive data.

Desirable Knowledge

- Awareness of current issues within the higher education sector.
- Knowledge of relevant external bodies and organisations including NUS, OIA, Citizens Advice

Education/Training

- No one specific qualification is required, but evidence of recent continuing professional development in a professional area relevant to the post is required. For example: ILM, City & Guilds, Project Management etc. As well as working experience as an Advisor.

Personal Attributes and Other Requirements

- Able to travel extensively within the Borough and Region.
- Able to work some evenings and weekends and stay overnight where necessary.
- Driving license (preferred but not essential).
- Works well in a team with a flexible approach to work.
- A commitment to the principles and practices of equality and diversity.
- An ability to apply awareness of diversity issues to all areas of work.
- Commitment to the values and ethos of GSU.