Recruitment Pack

Graduate Student Adviser

July 2025

Dear Candidate,

Thank you for taking an interest in this role with us at University of Leicester Students’ Union.

As an independent charity representing 19,000+ students, we provide a host of services and opportunities to inspire, represent, support and entertain the students of the University of Leicester.

Our mission is to empower students to thrive, belong and succeed.

This role is within our Advice Service team who are situated in the Percy Gee Building. As a team they have succeeded in helping and advising students who may be struggling with a wide range of issues. From navigating university processes to accommodation issues.

The following pages contain all of the relevant information in regards to the role summary and out recruitment process. Please ensure you check the deadline and return your application within this timeframe.

If you have any questions, please email SU-Vacancies@leicester.ac.uk

For an informal chat, please email nc372@le.ac.uk

We wish you the best of luck with your application.

Kind regards,

Natalie Ciftciogullari

Advice and Support Manager

**Application Process**

**Personal Specification**

The Person Specification is the list of criteria or requirements needed to be successful in the role. To be shortlisted you have to fulfil each of the essential tick boxes. You can demonstrate your abilities by giving examples of previous experience and skills that you believe are transferable. Pinpointing relevant experience and explaining them in your Cover Letter will be valued to your application.

**Completing your application**

To apply for this position please send an up to date copy of your CV and a covering letter, to SU-Vacancies@leicester.ac.uk, explaining how your experience and skill-set makes you the best candidate for the position.

In your email, please include the Job Title you are applying for and be sure to submit your application before the stated deadline.

**Shortlisting**

All applications will be gathered by our HR department and then sent to the recruiting manager to review. The applications will also be sent to the recruitment panel for discussion. Candidates who meet the criteria are shortlisted for an interview.

**Interviews**

The interview panel will consist of 2-3 members of staff in the relevant department, who will ask competency based questions on the specific needs of the role identified in the job description and person specification. For some roles, you may be asked to complete a task or presentation. If you are required to complete a task, you will be informed ahead of time. Ideally, you will have 7 days to prepare for you interview.

If you are unable to attend the interview, please inform us immediately so we can try to accommodate another date. Please keep in mind this is not always possible.

**Job Description**

Working within the Advice Team to deliver an exceptional academic, accommodation and signposting advice service to students at the University of Leicester through the Students’ Union Advice Service.

**Responsibilities Include:**

Advice Service

* Where relevant, signpost students to other services within the Union, University, Student-led or Community, to ensure correct access to support functions.
* Oversee the development of the Advice Service’s signposting functions.
* Develop and maintain appropriate systems and processes to ensure that students have access to up-to-date information on University regulations and procedures.
* To assist the Advice Service Manager in the delivery of the departmental strategic plan.
* Assess and maintain risk management and quality control practices to ensure that students are provided with high quality information through all available means.
* Attend any University hearings, as required, as a ‘companion’ as defined in the University regulations to offer support to students.
* Assess and maintain appropriate electronic databases.
* Maintain a high level of confidentiality at all times, work within safeguarding guidelines and adhere to General Data Protection Regulation at all times.

University Communications

* Attend meetings, where appropriate, and provide relevant statistics, data and reporting information, as directed, for key reports and meetings and any recommendations for improving systems / processes to contribute to strategic and operation planning discussions.
* To provide guidance in relation to University hearings and support and assist students to prepare for such.
* Liaise with University staff and other relevant external parties to share/seek information in relation to advice work and specific projects.

Student Activities

* Assist with managing, supporting and providing comprehensive direction and guidance to Student Staff and volunteers in the delivery of events, campaigns and project work.
* Ensure the successful planning and delivery of a wide range of activities to promote the service to the full cross section of students at the University of Leicester.
* Contribute to strategic and operation planning discussions by putting forward ideas for improvements to the Advice Service.
* Responsible for projects that contribute to the Advice Services’ objectives which may include running a survey, preparing secondary research information, and preparing data for other Students’ Union staff members to use.
* Work alongside internal and external organisations to enhance the support services provided by the Students’ Union and where appropriate adopt best practices of other groups to suit our needs.

 General Activities

* Be required at all times to develop and maintain positive working relationships with colleagues, students, contractors, external stakeholders and all other individuals they come into contact with in the course of their duties.
* Maintain at all times any confidential or sensitive information they are privy to in the course of their duties, which must not be shared with any unauthorised person unless expressly permitted to do so.
* Conform at all times to LSU Policies and Procedures with close attention being paid to Equal Opportunities, GDPR, Data Protection and Equality & Diversity.
* Be flexible and adaptable where necessary in order to meet the ongoing service needs of LSU.
* Carry out any other reasonable duty requested of them as appropriate within the parameter of their role.
* Be aware of, and at all times comply with, all relevant policies and procedures and all relevant statutory responsibilities including fire safety arrangements, health and safety issues including moving and handling, COSHH regulations, etc.

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| **Description**  | **Essential** | **Desirable** | **Assessment** |
| **Education** |  |  |  |
| Have graduated from the University of Leicester in the last 12 months or will have graduated in time for the start date of the role (to meet the Graduate role specification). | x |  | AssessmentOr Interview |
| Proficient in the use of Microsoft Office packages, including Outlook, and able to learn new softwarePackages. | x |  | AssessmentOr Interview |
| **Experience** |  |  |  |
| Evidence of giving basic and complex advice or guidance (e.g. Student Ambassadors, volunteering, within a job role, as part of your course). | x |  | Assessment,Interview or Test |
| Experience of working within a customer facing environment. | x |  | AssessmentOr Interview |
| Experience of building and maintaining professional working relationships. | x |  | AssessmentOr Interview |
| Experience of promoting a service or event to targeted audiences. |  | x | AssessmentOr Interview |
| Experience of maintaining clear and accurate notes of discussions. | x |  | AssessmentOr Interview |
| **Knowledge** |  |  |  |
| Excellent verbal and written communication skills, with the ability to relate to people at all levels. | x |  | AssessmentInterviewOr Test |
| Knowledge of working with a wide range of people from different backgrounds, with differing needs andrequirements | x |  | AssessmentOr Interview |
| Knowledge and understanding of confidentiality and General Data Protection Regulation | x |  | AssessmentOr Interview |
| Knowledge on the key challenges students face in today’s higher education environment |  | x | AssessmentOr Interview |
| Knowledge of using case management systems, such as Advice Pro. |  | x | AssessmentOr Interview |
| **Skills & Abilities** |  |  |  |
| Ability to work under own initiative and understanding the limitations of the role. | x |  | AssessmentOr Interview |
| Maintaining professionalism in dealing with sensitive orpersonal information. | x |  | AssessmentOr Interview |
| Organisational and administrative skills including an aptitude for attention to detail. | x |  | AssessmentOr Interview |
| Excellent writing and computer literacy skills. | x |  | AssessmentOr Interview |
| Able to understand and explain university rules and policies, while recognising that they can be complex and may apply differently depending on individual circumstances. | x |  | AssessmentOr Interview |
| **Values & Behaviours** |  |  |  |
| Willingness and ability to support the values of the Students’ Union | x |  | AssessmentOr Interview |
| Enjoyment of working with, and understanding of students, and a commitment to supporting a democraticand student-led environment | x |  | Assessment Or Interview |
| Evidence of reliability and trustworthiness | x |  | Assessment Or Interview |
| A willing team player with a positive attitude towards change | x |  | Assessment Or Interview |

 **Details**

Salary: £24,055.03

Hours of work: 37 per week, usually between 9am and 5pm.

Location: Percy Gee Building, University Road.

Contract: Fixed Term, One Year

Reports to: Advice & Support Manager

**Deadlines**

Applications Open: 11th July 2025

Applications Close: 4th August 2025

Interviews: 13th – 14th August