

Adviser

**£28,000 (£16,800 pro rata)
21 hours**

Have you got experience providing people with advice and supporting casework? A new role has opened in our Students' Union advice team to help provide essential guidance on academic regulations, student finance, housing, and more.

Who we are

At the Students' Union, we provide services, opportunities, and facilities for our diverse membership of over 35,000 students. With students at the very heart of all we do, the Students' Union exists to represent students' academic interests, help them to look after their wellbeing and ensure we give our students quality opportunities during their time at Sheffield Hallam

What's the job?

We are looking for a generalist adviser who has experience of providing advice, information, representation and of undertaking complex casework in an advice service setting such as a Students' Union, CAB or Shelter and who has in depth knowledge and experience in at least one of these areas- Housing casework, Student Funding regulations, Welfare Benefit Calculations and challenges, or advising and representing at University Conduct Regulations.

You will be based predominantly in the Students' Union Advice Service, at both City Centre and Collegiate campus' and deliver information, advice, casework and representation to Sheffield Hallam University and the Students' Union locations.

Who you are:

The ideal candidate will be an experienced Adviser skilled in managing complex cases, identifying actions from initial enquiries, and providing accurate guidance based on trusted sources and current regulations. Strong IT skills and the ability to share updates through various means, such as training, updating Web pages or knowledge bases, are essential.

You'll need a friendly and welcoming approach. You will be well organised, able to work under pressure.

Why apply?

Apart from being paid for a job you will love, there are other benefits for joining us. We have a culturally diverse and progressive atmosphere; you will get generous paid holidays and flexible working patterns. We are professionals and take pride in the work that we do but we also do not take ourselves too seriously, so expect a casual dress code and work environment. Alongside that, we understand the value and importance of our staff continuously developing personally and professionally.

We're committed to equality of opportunity for all. We welcome applications from individuals regardless of their race, ethnicity, sexual orientation, religion, age, gender, or disability status. We want to support diverse and inclusive work environments and are actively looking for people who share our values.

If you would like any further information or an informal enquiry about the roles please contact Christine Hayden, Advice Manager c.hayden@shu.ac.uk

For further information and an application pack (please note we do not accept CVs without the supporting documents), please visit the Sheffield Hallam Students' Union website

<https://www.hallamstudentsunion.com/jobs-with-shusu/>

Closing date for receipt of all applications is **10am on 09 December 2024**

Interviews are currently planned to be held on **17 December 2024**