

**Adviser  
Job Description  
housing specialism - part time**

**Salary: £28,000 (£16,800 pro rata) 21 hours over 3 or 4 days**

**Responsible to: Advice Manager**

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This job description is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.

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### **1. Purpose of Post**

To support Hallam students by providing up-to-date and legally compliant housing related advice and case work and to advocate for improving students housing rights.

To support Hallam students by providing effective advice on a range of other issues that may affect them during their course.

To support the Advice team and wider organisation to deliver and promote a quality Advice Service that is relevant and accessible to all our students.

### **2. Main Duties and Responsibilities**

#### **Provision of advice and casework**

- Provide accurate and comprehensive advice on predominantly Housing Issues
- Be the SU advice lead for our partnership SNUG scheme, working with Sheffield City Council, Sheffield Hallam University, Sheffield University and Sheffield University SU.
- Provide accurate and comprehensive advice on a range of other advice issues including student funding, welfare benefits, and in relation to all University processes including appeals, complaints, fitness to practice, discipline and academic conduct, and extenuating circumstances although training can be provided in these advice areas.
- Deliver advice and information (predominantly in the Students' Union but also in university colleges) using a range of methods for example, face to face, telephone and email.
- Provide representation and liaise with other departments in relation to a client's case as appropriate.
- Manage and prioritise own case load, effectively managing time and systems to record cases, monitor and meet deadlines, carry out research and respond to clients with the information they require within an appropriate timeframe.
- Carry out peer file reviews as part of the service's quality control processes.
- Carry out appropriate referrals to specialist agencies where required, in line with the Advice Service's policies.

### **Social policy and working with stakeholders**

- Work with the Advice Team to raise awareness of trends and issues identified through case work, in order to support the Students' Union's strategy in relation to insight, student rights and campaigns.
- Contribute to University and Students' Union projects and working groups, to champion the perspective of the Advice Service and our clients.
- Build and maintain relationships with Students' Union and University departments, to facilitate new and improved processes, grow the service, and support students through collaborative working.

### **Development and enhancement of the Advice and Information Service**

- Take responsibility for monitoring housing related updates and undertaking continuing professional development, including sharing new learning with the rest of the team through briefings and peer training, and supporting the induction and training of new staff.
- Contribute to the development of digital self-help resources as well as promotional and publicity materials.
- Contribute to the development and delivery of operational plans in order to achieve targets and key performance indicators.
- Work with managers and colleagues to continuously improve service delivery.

**Adviser – housing specialism (part time)  
Person Specification**

<b>Requirements</b>		<b>Essential (E) Desirable (D)</b>	<b>(A), (T), (I)*</b>
<b>1</b>	<b>Qualifications/Training</b>		
1.1	Good general level of education, typically to degree level <b>or</b> evidence of equivalent.	E	A
1.2	Specialist training specifically in Housing Advice.	E	A
<b>2</b>	<b>Experience</b>		
2.1	Experience of providing Housing Advice <b>and</b> undertaking casework	E	A/I/T
2.2	Experience of carrying out research from trusted sources and interpreting complex legislation and regulations.	E	I/T
2.3	Awareness of the issues involved in working in a confidential environment, the need to maintain professional boundaries, and use of appropriate referrals.	E	I
2.4	Experience of managing difficult conversations and dealing with conflict or challenging circumstances.	E	I
2.5	Be able to demonstrate effective team working.	E	I
2.6	Experience of providing advice in any of these subjects - welfare benefits, student funding and University policies and procedures	D	A
<b>3</b>	<b>Knowledge, Skills &amp; Attributes</b>		
3.1	Ability to manage own performance effectively in order to achieve service objectives and targets.	D	I
3.2	Effective communication skills, both written and verbal, able to explain complex information clearly in writing and in person.	E	A/I/T
3.3	Ability to build strong working relationships and to communicate with people at all levels.	E	I
3.4	Ability to use standard and bespoke IT packages, Internet, E-mail, and other information systems effectively.	E	A/I
3.5	Excellent time management skills and ability to work well under pressure and to appropriate deadlines.	E	I
3.6	Experience of producing self-help resources, website content, and publications for students and relevant third parties, and of developing and maintaining adviser resources to facilitate consistency of advice across the service.	D	A
3.7	Understanding of the current issues affecting students, Students' Unions and Higher Education institutions.	D	A

\*A = Tested by application form, I = Tested by interview process, T = Tested by skills test/task