



STUDENTS' UNION



ACADEMIC ADVISOR

Starting Salary: £24,925 per annum including pension, and discounted membership to Aberdeen Sports Village.

Contract: Permanent

Based: Aberdeen

Hours: Full-time

Closing Date: 27th January 2025, 9am

ABOUT US

Aberdeen University Students Association is a student-led organisation that supports, empowers, and represents the students at the University of Aberdeen. You might've heard the term 'Union' or 'Students' Union'... that's us.

When students join the University, they're automatically a member of Students' Union and entitled to access the services and events we provide.

The Students' Union is led by 5 elected student officers, sometimes known as Sabbatical Officers or Sabbs. They work together as a team, each focussing on their individual remit to represent students and drive forward their interests. They will collaborate on issues aiming to make positive changes at the University, on local and national levels.

We provide a range of representation for students including supporting Class Reps at a course level, School Conveners at a School level, and Sabbatical Officers and Student Council at University level. We also support a range of Forums that exist to promote the interests of and organise events for students who are part of or identify with certain groups.

Our advice service, Students' Union Advice, offers free and impartial advice to students. We have two advisers in our team, who can help students with a range of academic advice, including appeals, misconduct, and fitness to practice. Students can ask us anything and if they don't have an answer, we can signpost to those who will.

With over 55 sports clubs and over 200 societies and student groups, the Students' Union has a vibrant community spirit. Joining a club or society is a great way for students to meet new people and experience new things as well as continue to develop new skills, hobbies, and passions. We also support the student charity fundraising campaign, RAG, and a range of volunteering opportunities for students.

We also deliver and support a wide range of events for students throughout the year. From kicking off the fun with Welcome Week to our annual varsity sports competition with RGU. We also deliver a range of events to celebrate our students including our Activities Ball recognising the achievements of our student societies and our sports clubs, and our Graduation Balls, where they can celebrate their time at university in style.



INTRODUCTION TO THE ROLE

An exciting opportunity has arisen to join the Students' Union team supporting and representing students at the University of Aberdeen. The Students' Union provides a range of support and guidance to students on University processes. We're looking for a new Academic Advisor who can help our students with a variety of issues and in turn support a vibrant student community.

The successful candidate will have the opportunity to work with students, student representatives, and staff at the Union and the University to deliver advice and guidance to students who require support with the University's academic processes. You'll be able to make a real difference if you have good interpersonal skills, can be clear with students and you are passionate about helping others with, at times, complex situations. If you're comfortable breaking down and explaining policy in simple terms, providing support and briefings to others on key academic matters, and working as a team to deliver improvements for students, this could be the ideal role for you.

JOB DESCRIPTION

The Academic Advisor at the University of Aberdeen is responsible for delivering high-quality advice on academic and disciplinary matters to students at the University of Aberdeen and advocating for student rights. The post holder will advise students on appeals, complaints, and disciplinary matters, and accompany them throughout the process ensuring that they are equipped to navigate often complicated and challenging circumstances.

The Academic Advisor will be required to stay updated on University policies and higher education developments, maintain accurate records of student cases, and signpost students to other services which can help them maintain a positive experience at University.

A full job description is available on our website.

THE IDEAL CANDIDATE

We're looking for candidates who can demonstrate a commitment to the values of the Students' Union being helpful, inclusive, and student focussed. Experience providing advice and support would stand you in good stead and an understanding of the importance of confidentiality and data protection is vital. If you have good problem-solving skills, and an ability to communicate clearly, this could be a good fit for you. If you're a people person, and able to develop strong working relationships, we want to hear from you.

A full person specification can be found below. Applications should address how candidates meet this person specification as far as possible.

PERSON SPECIFICATION

The following criteria will be used to shortlist candidates for interview. It is rare for candidates to meet all of the criteria set out, and we could encourage potential applicants to apply if they have any combination of the skills, experience, and knowledge below.

	CRITERIA
VALUES	Candidates should be able to demonstrate a commitment to the values of the Students' Union (helpful, inclusive, and student focused).
QUALIFICATIONS & TRAINING	Educated to Degree level or equivalent work experience.
EXPERIENCE	<p>Candidates should be able to demonstrate the following experience.</p> <ul style="list-style-type: none"> • Experience of providing information, advice or guidance to a designated standard of service • Experience in dealing with a range of Academic Rights and Wellbeing issues • Experience of data protection/GDPR • Experience working in a supportive environment • Experience of handling and analysing data
SKILLS & KNOWLEDGE	<p>Candidates should be able to demonstrate the following skills, knowledge, and abilities.</p> <ul style="list-style-type: none"> • Ability to plan own workload ensuring that all queries (internal and external) are dealt with in a timely manner. • Ability to work on own initiative and as part of the team. • Ability to work well under pressure and demonstrate emotional resilience. • Ability to demonstrate excellent oral & written communication skills, including diplomacy. • Flexible approach to work.

PERSON SPECIFICATION CONT.

SKILLS & KNOWLEDGE

- Ability to demonstrate professional confidence, tact and diplomacy when dealing with a variety of stakeholders.
- Excellent IT skills, particularly in MS Office (excel and word)/MS Teams and software packages
- Ability to recognise the opportunity for and pursue pre-emptive solutions to problems.
- Good listening skills and an ability to draw out, through questioning, the views and perspectives of different people
- Ability to establish professional, strong working relationships with a wide range of people and organisations, internally and externally
- Excellent organisational and time management skills, working to deadlines
- Ability to maintain confidentiality always
- Ability to maintain up-to-date policies and procedures in relation to academic issues and complaints.
- Ability to keep accurate records.
- Ability to be proactive in identifying potential problems and works towards finding and implementing creative solutions paying particular attention to University regulations, Student Wellbeing and Health & Safety legislation.



HOW TO APPLY

The Students' Union is committed to providing equality of opportunity, treatment and dignity in appointments.

We will not allow discrimination in any form in advertising, interviewing, selection or eligibility for jobs, and will therefore select individuals on the grounds of their ability and suitability for the vacancy based on genuinely required criteria.

Applicants must have proof of Right to Work in the UK.

Informal enquiries should be made to ausa-hr@abdn.ac.uk.

To apply for this position, please send a completed application form and Diversity Monitoring form (via the vacancy page of the Students' Union website) to ausa-hr@abdn.ac.uk.

