New City College

Job Description

TITLE: Student Advisor (Welfare)

GRADE: Scale 8

REPORTS TO: Welfare Coordinator

HOURS: Contracted up to 35 hours per week

Purpose of the Role

To provide a professional, confidential, and student-focused welfare advice and support service, offering guidance on a range of personal, welfare, financial, and practical matters. The Student Adviser will work proactively to support student wellbeing, promote access to appropriate internal and external support services, and contribute to bursary and welfare provision to help students achieve their educational goals and succeed in their studies.

Key Responsibilities:

- Provide professional, confidential advice and guidance to students on welfare-related matters, including financial, housing, and personal support issues.
- Assess student needs and signpost or refer students to appropriate internal and external support services.
- Support the administration of bursaries, hardship funds, and other student financial support schemes.
- Maintain accurate and confidential records, ensuring compliance with data protection and safeguarding procedures.
- Work collaboratively with colleagues and external agencies to promote student wellbeing, retention, and success.

In common with other support:

- All term-time staff are required to return to work on the Monday before GCSE results are released in August; this date is approximate and should

be checked before making any commitments. No annual leave is to be booked during the enrolment period, and all staff will be expected to support enrolment activities throughout this time.
- All staff are expected to support exam invigilation and will be required to cover up to three exams per year, **excluding** GCSE exam support.
- Completion of two open evenings, or one Saturday open day, will be required across the year. These hours are provided in lieu of the additional Christmas holiday days granted to staff who have undertaken these open day commitments.

In common with all other Staff:

- To support and deliver the College's value and strategic intent.
- Ability to follow HR policies and practices within business support functions, with a strong commitment to diversity, equality and inclusion and to ensuring fair and inclusive outcomes for all staff
- Proven ability to deliver services and support to culturally and ethnically diverse communities, contributing to an inclusive college environment.
- To take responsibility for one's own professional development and participate in relevant internal and external activities.
- To implement the College's safeguarding policies and practices.
- To uphold your health and safety responsibility in line with the College's Health and Safety policy.
- To undertake any other duties commensurate with the grade and responsibilities of the post which may be required from time to time.

Additional Information:

Safeguarding Statement
The College is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

Criminal Convictions, DBS & Ongoing Disclosure
This role requires an Enhanced DBS check. Applicants must declare any unprotected convictions. During employment, the post holder must report any new relevant convictions, cautions, or police involvement in line with safeguarding requirements.

Equality, Diversity & Inclusion
The College is committed to equality of opportunity and inclusive practice. We welcome applications from all sections of the community and expect all staff to uphold anti-racist, inclusive and respectful behaviours.

Review of Job Description
This job description will be reviewed regularly to ensure it remains an accurate reflection of the duties and responsibilities of the post holder and continues to meet the needs of the College.

Person Specification –

- To provide students with advice, information and guidance on a variety of subjects, including finance, housing, homelessness, financial hardship, immigration and benefits.
- To liaise with statutory bodies e.g., Jobcentre Plus, Benefits Agency, Home Office and Local Authorities, where appropriate.
- To use advice and guidance skills to identify problems which may need medical or therapeutic help, referring to internal services or external agencies as appropriate.
- To provide information to students on support available externally, e.g., from charities, food banks, local authorities.
- To help individual students in time of crisis through the College's hardship fund.
- To keep up-to-date with national, regional and local developments which affect students and the work of the Welfare service e.g., legislation surrounding immigration, benefits, housing.
- To participate in monitoring the performance of the Welfare service through the use of key performance indicators and feedback mechanisms.
- To produce reports on your work for a variety of audiences and to provide statistical data on the work of the Welfare service as required.
- To provide training and updates for staff on key welfare issues.
- To work with other teams to provide an integrated approach to supporting students e.g., Pastoral Tutors, Careers, Safeguarding, Mental Health and Counselling.
- To provide up-to-date information for staff and students via the staff intranet and the VLE.
- To assist with administration of the bursary as needed during the academic year.

Education & Qualifications

- It is desirable to have a recognised qualification in social work, youth work, advice work or educational and/or relevant experience in advisory work.
- GCSEs (or equivalent) in English and Maths.
- Basic literacy, numeracy and IT skills.

Experience

- Experience of working in a culturally diverse community, and practical ideas for addressing issues and supporting students.
- Experience in IAG and/or group work, or willingness to undertake training in this area.
- Experience of giving advice and guidance on a one-to-one basis.

Knowledge, Skills & Behaviours

- Knowledge and understanding of welfare rights and appropriate regulations and legislation.
- Knowledge and understanding of agencies nationally, regionally and locally which could support the work of the College.
- Ability to work both independently and as part of a team.
- Ability to communicate with range of audiences and to form good working relationships with a wide variety of people.
- An understanding of, and commitment to equal opportunities, and practical ideas for their implementation through the scope of the post.

Professional Responsibilities, Values & Commitments

- Demonstrates a commitment to safeguarding and promoting the welfare of children and vulnerable adults, in line with statutory duties and college policies.
- Upholds inclusive values by supporting **stakeholders** from diverse backgrounds through fair, respectful, and unbiased practice.

- Maintains a safe working environment by following health and safety legislation, risk management procedures, and College guidance.
- Understands and applies confidentiality and data protection principles when handling information.
- Shows a commitment to continuous professional development and ongoing learning relevant to the role.
- Acts as a positive role model, demonstrating professionalism, integrity, reliability, inclusive practice, and anti-racist behaviours that reflect the College's values and expectations.