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| <b>Position / Job Title:</b>                                                                   | <b>Student Services Advisor (AskBU) (Fixed-Term)</b> |
| <b>Ref:</b>                                                                                    | <b>842</b>                                           |
| <b>Professional Service:</b>                                                                   | <b>Student Services</b>                              |
| <b>Group / Section:</b>                                                                        | <b>Student Information and Guidance</b>              |
| <b>Location / Building:</b>                                                                    | <b>Any University location</b>                       |
| <b>Normal hours per week:</b>                                                                  | <b>37</b>                                            |
| <b>(Flexibility is required in order to ensure that key time scales and deadlines are met)</b> |                                                      |
| <b>Grade:</b>                                                                                  | <b>3</b>                                             |
| <b>Accountable to:</b>                                                                         | <b>Student Hub Manager</b>                           |

### **Job Purpose**

To provide specialist and proactive advice, guidance, and support to students throughout the full student lifecycle, from enrolment to graduation. The post holder will utilise in-depth knowledge of university-wide processes and systems to troubleshoot complex individual student issues, ensuring timely and effective resolution through one-to-one engagement via phone, e-mail and in-person, including collaboration and onward referral to specialist teams where necessary. Deliver a multi-faceted support service encompassing enquiry handling, casework, and proactive student engagement on attendance and participation, aimed at fostering positive relationships and enhancing student outcomes.

The role contributes to the delivery of a professional, responsive, and student-centred service that enhances the overall student experience, supports student success, and ensures the University is represented to the highest standard across all channels of communication

### **Main Responsibilities**

- Serve as a key contact point for students, providing detailed and accurate advice on university processes, policies, and procedures across all aspects of the student journey, including enrolment, throughout the academic year, and graduation.
- Manage complex or multi-faceted enquiries, working with students one-to-one to diagnose issues, identify solutions, and liaise with relevant teams to achieve resolution.
- Maintain a working knowledge of the University's academic and administrative frameworks, interpreting and applying these accurately to individual cases.
- Utilise the enquiry and case management systems (e.g. Advocate) to log, track, and resolve cases efficiently, ensuring consistent and high-quality support.
- Recognise and act upon situations requiring referral to specialist teams, exercising sound judgment to ensure students receive appropriate support while maintaining service boundaries. This includes

managing students presenting with wellbeing and safeguarding concerns, appropriately supporting in the first instance and following protocols to refer to suitable onwards support.

- Identify and report patterns or recurring issues that may indicate systemic challenges, contributing to service improvement discussions and institutional process reviews.
- Provide timely and data-informed feedback to the Student Hub Manager on key issues affecting student engagement, satisfaction, and outcomes.
- Support student engagement initiatives and outreach activities aimed at improving attendance, progression, and retention.
- Contribute to the ongoing development of digital tools and resources (including chatbot content and self-service materials) to enhance accessibility and accuracy of information.
- Deliver and support themed workshops or drop-in sessions that respond to common student challenges and support wider institutional priorities.
- Provide flexible cross-team support within Student Frontline Services to maintain a seamless student experience during peak periods or staff absences.
- Represent the service and University professionally at key events such as Open Days, Induction, Confirmation & Clearing, Graduation, and other institutional activities.
- Managing complex and sensitive individual cases that may involve multiple departments or regulatory considerations.
- Balancing empathy with professional boundaries and institutional policy compliance.
- Maintaining up-to-date specialist knowledge of a wide range of university systems, academic regulations, and administrative processes.
- Exercising sound judgment in uncertain or ambiguous situations and escalating appropriately when required.

### **Contacts**

**Internal:** All BU staff and Students.

**External:** All users of the University, parents, employers, External Assessor and support providers and placement providers, Student Finance England, Regional HE networks.

### **Challenges**

Tact, diplomacy and sensitivity are key elements of this role as is the ability to remain calm under pressure and in challenging situations.

Understanding the limits of own expertise and identifying when a referral is required are important barriers to note. As is being solution focussed in meeting the needs of complex

students and thinking creatively about how their needs can be met so that they can successfully complete their chosen programme.

A high level of customer focus is required striking the right balance between providing support, whilst ensuring at the same time that students – and staff - are aware of their responsibilities.

### **Information Governance Responsibilities**

#### **Data User**

- ii. Comply with the associated data protection, information security, information management and information technology regulations, policies, processes and procedures.

#### **Safeguarding and Regulated Activity**

If the role involves engaging in regulated activity relevant to vulnerable groups including children and disabled adults, it is an [offence to apply for](#) and perform the role, if a person is barred from engaging in regulated activity. Further information is available in BU's [Safeguarding Policy](#) and Suitability Statement on the Recruitment and Employment of Ex-offenders.

#### **Additional Information**

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

BU is an equal opportunities employer which values a diverse workforce. The post holder must at all times carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

Our highly skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe, and who reflect a variety of backgrounds, talents, perspectives and experiences to build our global learning community. Through fused activity, the post holder must have an understanding of and commitment to promoting a global outlook.

All employees have an obligation to be aware of the University's Sustainability Policy, Climate and Ecological Crisis Action Plan, Travel Plan and associated documents, and to ensure that they carry out their day-to-day activities in an environmentally responsible manner and inspire students to do the same.

**September 2026**

| Post / Job Title: <b>Student Services Advisor (AskBU) (Fixed-Term)</b> Position No: <b>POSN109515</b>                                                |                              |
|------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|
| Faculty / Service: <b>Student Services</b> Date: September 2026                                                                                      |                              |
| <b>SELECTION CRITERIA</b>                                                                                                                            | <b>Essential / Desirable</b> |
| <b>Knowledge (including experience &amp; qualifications)</b>                                                                                         |                              |
| Educated to 'A' level standard or equivalent (Work experience will be applicable and can substitute for qualifications)                              | E                            |
| Previous experience of working in a frontline, customer facing or advisory role                                                                      | E                            |
| An awareness and understanding of diversity issues                                                                                                   | E                            |
| Strong understanding of key university lifecycle processes and the ability to interpret policy and regulations.                                      |                              |
| <b>Skills</b>                                                                                                                                        |                              |
| Excellent interpersonal skills with the ability to work co-operatively and effectively with students, staff at all levels, and other BU stakeholders | E                            |
| Strong written and verbal communication skills in order to provide appropriate responses to enquiries                                                | E                            |
| Demonstrably good MS Office skills (ECDL desirable)                                                                                                  | E                            |
| Demonstrable proficiency in using databases or an enquiry management system to record and extract information                                        | D                            |
| The ability to deal with sensitive and confidential information within the frameworks of the Data Protection Act and any professional guidelines.    | E                            |
| Ability to organise and implement administrative processes effectively                                                                               | E                            |
| Ability to quickly assimilate complex information and decide on the most appropriate course of action in the circumstances                           | E                            |
| An understand of own knowledge and limitations and a willingness to escalate/refer enquiries once those limitations are reached                      | E                            |
| <b>Attributes</b>                                                                                                                                    |                              |
| A demonstrable commitment to service excellence, and the desire to understand the work of a complex organisation                                     | E                            |
| Ability to develop and maintain professional relationships of respect, trust and support between all staff and students                              | E                            |
| Ability to demonstrate tact, diplomacy and empathy.                                                                                                  | E                            |
| A willingness to seek support for issues that may have affected them personally                                                                      | E                            |
| Demonstrable personal resilience with an ability to keep calm under pressure and deal with challenging situations                                    | E                            |
| Ability to work on own initiative and as part of a team                                                                                              | E                            |
| Ability to prioritise effectively and work to tight deadlines                                                                                        | E                            |
| A demonstrable aptitude for accuracy and attention to detail                                                                                         | E                            |
| Commitment to own continuous professional development and a willingness to undertake staff development as required                                   | E                            |
| Flexible approach to work including a willingness to adjust working hours according to service needs                                                 | E                            |