Swansea University
Prifysgol Abertawe

Job Description: Professional Service Positions

Faculty/Directorate/Service Area:	Student Life – Money Advice
Job Title:	Student Money Adviser
Department/Subject:	Money Advice
Salary:	£34,610 - £38,784 Grade 7
Hours of work:	35 hours per week
Number of positions:	1(1 x 1.0 FTE
Contract:	This is a fixed term position (12 months)
Location:	This position will be based at the Singleton/Bay campus

Main Purpose of Post	The Money Advice service is a proactive, student-focused service, which operates within the Support and Retention division of the Student Life Directorate. The service simplifies financial management for students, promotes financial literacy, and provides tailored support to empower students to navigate financial challenges with confidence. Working within a busy and fast paced environment, this role will provide students and prospective students advice and guidance on funding regulations and student support provision. This will require a good understanding of the diverse student population and an ability to offer affective advice and guidance. This rolewill also encompass the development and delivery of student engagement activities aimed at engendering effective financial capability amongst the whole student body. This is a stimulating and challenging role that requires a flexible and innovative approach, working within a variety of settings, including one-to-one advice sessions, workshops and presentations. 1.To provide advice and guidance to students and prospective students on all aspects of student funding and act as the point of contact for students in financial difficulty providing advice on options via a variety of mediums. 2.To provide an advice and advocacy service to students appealing for discretionary funding in order to support retention. 3. To work collaboratively with colleagues across the university to support students who are most vulnerable. 4. To provide information, advice and guidance to students and prospective students with complex circumstances relating to funding eligibility such as residency and Home Office status. 5. To maintain accurate and up to date knowledge of various statutory funding regulations and to support the Senior Money Adviser in disseminating this to relevant and interested parties via training and development initiatives and online resources. 6.To deal effectively with enquiries from staff, students, members of the public, and external bodies on the availability of financial support as provided by the University and provide timely advice and support in a sensitive and non-judgmental manner. 7. To be responsible for developing and delivering effective student engagement initiatives, awareness raising campaigns and to market current services and service development activities. 8. To aid in student support and retention by providing opportunities for students to feel supported with their student finance and funding options, via email, live chat and one to one appointments, as well as delivering statutory funding advice at University Open Days and similar recruitment events. 9. To support the Hardship Funds team at peak times of year in administering and assessing applications to a variety of hardship funds and bursaries and provide support with complex assessments and related funding queries.
General Duties	

	10. Under direction of the Manager – Money - Student Life, and Money Advice Lead to participate in the development and delivery of range of Money - Student Life student engagement and awareness raising initiatives. 11. To collaborate with the wider StudentLife team, other University departments and Improve levels of service and satisfaction. 12. Deliver operational efficiencies and effective use of resources. 13. Embed a culture of continuous improvement and feedback. 14. To fully engage with the University's Performance Enabling and Welsh language policies 15. To promote equality and diversity in working practices and to maintain positive working relationships. 16. To lead on the continual improvement of health and safety performance through a good understanding of the risk profile and the development of a positive health and safety culture. 17. Any other duties as agreed by the Faculty / Directorate / Service Area. 18. To ensure that risk management is an integral part of your day to day activities to ensure working practices are compliant with the University's Risk Management Policy. **Grades 1-6** / To ensure that risk management is an integral part of any decision making process, by ensuring compliance with the University's Risk Management Policy **Grades 7 and above.** 19. Contribute to/support delivery of belonging activities/initiatives across the University to ensure all our staff and students feel a strong sense of belonging at Swansea. Key internal links: Finance Department, Student Finance (Academic Services), Academic Services, DACE (Department for Adult Continuing Education), Reaching Wider Team, Swansea Employability Academy (SEA) and any academic department that may rely on our services. Key external links: Student Funding Providers (Student Finance Wales, Student Finance England etc.), Student Loans Company, Benefits Agency and as a member of NASMA (National Association of Student Money Advisors), Member of CPAG (Child Poverty Action Group) and the All Wales Hardship Fund Administrators Group. Colleges, and community assemblies to deliver information and services to the full student body, including hard to reach and/or vulnerable students. To promote equality and diversity in working practices and maintain positive working relations. To develop and deliver specific workshops and presentations related to Student Money issues to existing University students, prospective students and external institutions. To support the Manger – Money - Student Life in delivering strategic change projects in order to: 1. Make more effective use of the skills and experience of staff.
Professional Services Values	All Professional Services areas at Swansea University operate to a defined set of Core Values - Professional Services Values and it is an expectation that everyone is able to demonstrate a commitment to these values from the point of application through to the day to day delivery of their roles. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have. **We are Professional** We take pride in applying our knowledge, skills, creativity, integrity and judgement to deliver innovative, effective, efficient services and solutions of excellent quality. **We Work Together** We take pride in working in a proactive, collaborative environment of equality, trust, respect, co-operation and challenge to deliver services that strive to exceed the needs and expectations of customers. **We Care** We take responsibility for listening, understanding and responding flexibly to our students, colleagues, external partners and the public so that every contact they have with us is a personalised and positive experience. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.

Person Specification	**Essential Criteria:** **Values:** • Demonstrable evidence of taking pride in delivering professional services and solutions • Ability to work together in an environment of equality, trust and respect to deliver services that strive to exceed the needs and expectations of customers. • Demonstrable evidence of providing a caring approach to all of your customers ensuring a personalised and positive experience **Qualifications:** • An undergraduate degree or equivalent qualification or work experience. • Demonstrable evidence of continuing professional development. **Experience:** • Experience of creating and disseminating promotional campaigns. • Experience of developing and delivering talks and/or workshops. Experience of providing advice and guidance to a diverse client group. Knowledge and Skills: A commitment to completing a free Welsh Language Meet and Greet Course within working hours within three months of appointment • A knowledge of legislation and regulations relating to Student Funding in Higher Education. • Excellent written **and verbal** communication skills, with competence in communicating complex information to diverse audiences. • Excellent interpersonal and networking skills with the ability to build positive working relationships with students, staff and external partners. The ability to find creative and practical solutions to problems and develop action plans. • Effective time management skills and the ability to work effectively in a busy, fast paced environment with tight deadlines. • Strong planning and organisational skills with the ability to manage a range of projects, promotional activities and events concurrently and deliver activity on target. • High level IT skills. • A flexible approach, able to work in a variety of team contexts and locations **Desirable Criteria:** • Knowledge of university records and information systems e.g. Intranet, SITS, Terminal 4, CRM. • An understanding of key issues in the student lifecycle, particularly in relation to transition, engagement and success. • National Association of Student Money Advisors Accreditation (Accredited Member). • NVQ Diploma in Advice and Guidance • Experience of utilising social media/web based resources as a tool for marketing. Experience of assessing and administering Financial Hardship Funds. • Ability to communicate in Welsh

Welsh Language Level	Level 1 – 'a little' - pronounce Welsh words. Able to answer the phone in Welsh (good morning / afternoon). Able to use very basic every-day words and phrases (thank you, please etc.). Level 1 can be reached by completing a one-hour training course. For more information about the Welsh Language Levels please refer to the Welsh Language Skills Assessment web page, which is available here.
Additional Information	Informal enquiries: Shortlisting Date: Interview Date: *Line Managers are responsible for assessing whether a role requires a DBS check.* *In doing so, each role should be assessed using the Gov.Uk online tool (support is available if required from the HR BP Team)* ***In cases where a satisfactory DBS Check is required, this must be received and assessed before a start date can be confirmed***