Job Description and Person Specification for: Student Services Adviser (Student Experience and Engagement)	
Department: Student Services	**Reports to:** Student Services Manager
Salary (Band/Annual/Pro rata): Band B	**Responsible for:** General administrative and clerical duties in support of the Student Services Team.

Job Purpose/Summary:

The Student Services Adviser is the first point of contact for Student Services. The postholder must ensure that appropriate administrative arrangements are made in respect of all Student Services activities, including maintaining well-organised and efficient offices, and ensuring that all appropriate arrangements are made for student appointments and managing team calendars.

The postholder is responsible for providing support for the Peer Assisted Learning (PAL) scheme. Supervising the Student Services Student Ambassadors team ensuring support for events and tasks is coordinated.
Support with the administration for Student Experience activities

Student Advisers are required to provide initial advice and guidance on a wide variety of topics to prospective and current students.

Main Responsibilities/Key Tasks:

The main responsibilities to include:

1. To provide reception duties, responding to queries and acting as a first point of contact and signposting for Student Services at Health Sciences University.
2. As part of the team responsible for running the Peer Assisted Learning Scheme, recruitment of PAL leaders, help setting timetables, fielding queries from leaders.
3. Supervising the team of Student Services Student Ambassadors, assisting with recruitment, working collaboratively with A&P and Marketing teams ensuring coverage of events and creating resources.
4. To co-ordinate activities and events to support and promote Student Services.
5. Providing administrative support for Student Experience activities
6. To provide comprehensive administrative and clerical support to Student Services, maintaining well-organised and efficient advice services and office processes.
7. To utilise and maintain systems to record, analyse and report on Student Services data.
8. To carry out basic analysis of Student Services data to inform service delivery, ensuring accuracy of all data generated.
9. To monitor and maintain Student Services records, ensuring compliance with data protection guidelines and appropriate retention schedules.
10. To support the work of the Student Services team, as required.

Additional Duties

1. To demonstrate support for the University's commitment to equal opportunities and its Dignity, Diversity and Equality Policy.
2. To demonstrate support for the University's Health and Safety Policy ensuring that it is adhered to in the post holder's areas of responsibility.
3. To undertake other activities identified from time to time commensurate with the level of the post.
4. To promote and actively adhere to the University values.

Requirement:	Essential:	Desirable:
Education, Training and Qualifications	• GCSE Math and English or equivalent	
Skills and Knowledge	• Able to effectively organise allocated work activities and assist in the effective organisation of nonstandard tasks and events • Accurate word processing and data entry • Effective time management skills • Excellent interpersonal and communication skills • Excellent problem-solving skills • Able to work effectively under pressure • Able to deal sensitively with enquires from a diverse range of individuals • Excellent communication skills, listening as well as written and spoken English	
Experience	• Relevant employment experience	
Personal Attributes	• Excellent attention to detail • A team player with a flexible attitude who works well with others • Confidential, diplomatic and assertive as appropriate • Commitment to service excellence • Commitment to providing a professional, responsive and high-quality service	
Abilities	• Ability to work under pressure and constantly re-evaluate priorities • Able to recognise when issues need to be escalated or passed to other colleagues for action • Ability to work as part of a team and build effective working relationships with a wide range of colleagues	
Other Requirements	To attend Saturday open days on a rota basis (c.5 per year)	

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

Health Sciences University is committed to equality of opportunity and welcomes applications from everyone regardless of ethnicity, gender, age, faith or sexual orientation.

November 2026
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