

Education and Welfare Adviser

Purpose of role: to enhance the student experience by providing high-quality, professional, student-focused advice and guidance on academic and welfare issues; to support and empower students through University processes and procedures; to develop and deliver outreach activities.

Salary: ENSA Scale C: £28,468 - £30,815 (The appointment will normally be made at the start of the scale.)

Hours: Full time at 35 hours per week or 7 hours per day.

Annual leave: 38 days annual leave, including eight days over Christmas and two days over Easter when ENSA offices are closed.

Reports to: Advice Service Team Lead

Location: ENSA's main office is located at the Merchiston Campus of Edinburgh Napier University. There are also satellite offices at the Sighthill and Craiglockhart campuses, where Advisers have a regular presence. ENSA Advisers rotate across all three campuses to provide advice to students. Some home working will be allowed (up to two days a week) with the permission of the line manager.

Key Responsibilities:

- Deliver a high-quality, confidential advice for students (those studying on campus and online) on academic related matters (e.g. academic appeals, extenuating circumstances, complaints, disciplinaries), student funding, housing matters and other welfare matters.
- Manage caseloads from initial contact to exit and ensure records are accurate and up to date.
- Provide 1:1 advice for students - listening to their needs, assessing individual circumstances and providing guidance in response to their needs
- Attend with and/or advocate for students in meetings with the University as appropriate
- Develop and maintain partnerships with staff at Edinburgh Napier University, and external organisations, for the benefit of students
- Keep up-to-date with relevant University and welfare policies affecting students

- Work with the Advice team and wider ENSA Team to support activities that promote student wellbeing and resilience
- Use a range of technologies to deliver services
- Work with, and support, Elected Officers to represent students' concerns to the University
- Work collaboratively and flexibly across the organisation and within the Advice Service, contributing as necessary to enhance ENSA's resilience
- Promote the Advice Service to students including at University events and through social media
- Seek out and learn from good practice elsewhere in the sector to improve ENSA's offer

The principal role and responsibilities will change from time to time and the post holder is required to undertake any additional duties as deemed appropriate.

Person specification

Criteria	Essential	Desirable
Education and Qualifications	HND or equivalent relevant experience	Degree, SMHFA or ASIST Certificate
Experience	<i>Evidence of:</i> At least one year of experience working with young people and/or adults to provide support, advice or care	Experience working in students' associations / unions or in the higher education or college sector Experience supporting students
Knowledge	Good knowledge of the higher education sector Understanding of the student experience and of student interests and concerns Familiarity with the Equality Act (2010) Understanding of safeguarding protocols	
Skills	<i>Ability to:</i> Work and communicate with a diverse range of people from different backgrounds and with different perspectives	Use technology to deliver services in innovative ways

	<p>IT literate, able to use a range of Microsoft Office tools Understand complex policies and procedures</p> <p>Prioritise work and meet deadlines Juggle a number of projects and priorities at once</p>	
Attributes	<p>Commitment to personal and professional development</p> <p>Good interpersonal skills</p> <p>Respected and respectful member of staff, reliable and discreet</p> <p>Commitment to equal opportunity</p> <p>Flexible and resilient</p>	

Eligibility: You must have, *at the time of application*, the right to work in the UK on an *unrestricted* (permanent, full time) basis.

To apply: Fill in the [application form](#) and send it to HR@napierstudents.com. You may also submit a CV; however, please note that CVs will not be accepted in lieu of an application form.

Closing date: before midnight on Sunday 27 April 2025

Interviews: Interviews will be held in person at Merchiston Campus on 7 May 2025