



Student Advisor (Casual)

Reference:	EHCAS3363-0424
Salary:	£12.03 per hour
Contract Type:	Casual - until 31/08/25 (Open to current EHU students only)
Hours	Part Time (approx. 5 hours per week on a casual bank basis)
Location	Ormskirk
Accountable to:	Director of Library and Learning Services
Reporting to:	Student Engagement Officer



About the Department

Library and Learning Services provides a responsive and supportive environment for students and staff, developing and supporting learning through a wide range of services, facilities, research, technology, and information including:

- Information/learning resources – print and digital
- Library Services – Ormskirk and Manchester
- Digital Learning Technologies – Blackboard and tools for teaching and learning
- UniSkills – digital/information literacy and academic writing for students
- Specialist support for students with a Specific Learning Difficulty (SpLD)
- Research Support
- Supporting the development of digital skills for staff and students

The Team

The Student Engagement team provide high quality and student-centred academic skills support to students in all academic disciplines from pre-entry to taught postgraduate, to enhance their satisfaction, attainment, and retention. Support is delivered on a one-to-one basis through appointments and drop ins and to groups through webinars/workshops and sessions embedded into the curriculum. The team work closely with academic colleagues across the University to provide advice and guidance on academic literacies and how to embed academic skills interventions within the curriculum.

About the Role

Student Advisors provide peer to peer help, support and guidance to undergraduate (UG) and taught postgraduate (PGT) students including signposting to learning resources within the University Library's print and digital collections and providing skills support as part of the UniSkills programme. Support is primarily delivered in person and online to varying sized groups through events and workshops. There may also be opportunities to support students on a one-to-one basis through appointments and drop-in support. A professional approach and consistent commitment are required from the post-holder throughout the year.



Duties and Responsibilities

1. To support Learning and Support Services Induction activity, providing student led Catalyst tours, hosting welcome events and delivering and/or supporting UniSkills in person or online workshops.
2. To provide peer to peer support on a range of introductory academic skills, including finding academic information and referencing. Support will be delivered on campus and online and to groups of varying sizes.
3. To work collaboratively with the Student Engagement Officer, Academic Skills Advisors (ASAs) and other Student Advisors to develop and deliver student facing in person and online workshops.
4. To act as a chat buddy during UniSkills workshops and caption recorded sessions using lecture capture software.
5. To provide peer to peer support for Edge Hill University's Virtual Learning Environment (VLE). To advise and assist students in navigation of the VLE to access modules, download content, use accessibility features, support assignment submission and general troubleshooting.
6. To act as a Library and Learning Services advocate and participate in marketing UniSkills via in person and online campaigns. This will include creating digital content for our wide range of digital and social channels
7. To manage small projects to improve service delivery and student experience.
8. To work closely with the Student Engagement Officer, and in liaison with wider teams and departments, to participate in evaluation work, undertake benchmarking and conduct user experience (UX) activities and studies.
9. To support University Open Day and Offer Holder Day activities, delivering student-led Catalyst tours and welcoming visitors to campus, providing an excellent customer experience.
10. To provide support for school visits and external visitor activities
11. To record all enquiries and support delivered in an accurate and timely manner in line with University HR and Payroll Deadlines



In addition to the above all Edge Hill University staff are required to:

- a) Adhere to all Edge Hill's policies and procedures, including Equality and Diversity and Health and Safety
- b) Respect confidentiality: all confidential information should be kept in confidence and not released to unauthorised persons
- c) Undertake appropriate learning and development activities as required
- d) Participate in Edge Hill's Performance Review and Development Scheme
- e) Adhere to Edge Hill University's environmental policy and guidelines and undertake tasks in a sustainable manner
- f) Demonstrate excellent Customer Care in dealing with all customers
- g) Proactively consider accessibility and ensure appropriate quality assurance of templates, documents and published outputs using software such as Microsoft Accessibility checker and Blackboard Ally

Eligibility

Candidates should note that shortlisting will be based on information provided on the application form with regard to the applicant's ability to meet the criteria outlined in the Person Specification attached.

These posts are only eligible to existing EHU students who are studying academic year 2024/2025.



Please note that applications will be assessed against the Person Specification using the following criteria, therefore, applicants should provide evidence of their ability to meet all criteria.

Methods of Assessment include Application Form (A), Supporting Statement (S), Interview (I), Test (T) & Presentation (P).

		Essential	Desirable	Method of assessment (A/S/I/T/P)
Qualifications				
1.	Currently studying at Edge Hill University (EHU)	*		A
2.	Completed at least 1 semester at EHU in 1 st , 2 nd , 3 rd Year or Postgraduate level for the remainder of the recruiting academic year.	*		A
Experience and Knowledge				
3.	Experience of working in a student support role with excellent customer care skills		*	I
4.	Excellent IT skills, experience of using a range of IT packages e.g., Microsoft Office, Teams, email and internet	*		A/I
5.	Experience using social media and associated applications, including writing and/or engaging with blogs/vlogs/podcasts and video creation	*		S/A/I/T
6.	Experience using University's Virtual Learning Environment (Blackboard), Library discovery tool (Discover More) and online reading lists to locate print and electronic resources and assignment submission (Turnitin)	*		S/A/I
Abilities and Skills				
7.	Good level of academic skills, including academic writing and information literacy and ability to empathise with current student issues	*		A/I
8.	Excellent interpersonal and communication skills (written and oral), able to understand instructions and maintain confidentiality	*		S/A/I/T
9.	Able to use own initiative and work autonomously, as well as part of a team, with a can do, enthusiastic attitude	*		S/A/I/T
10.	Ability to present information to other students accurately and confidently, in a one-to-one and group setting	*		S/A/I/T
11.	Able to demonstrate professional commitment, flexibility and reliability	*		A/I





How to Apply

When you are ready to start the formal application process, please visit our [Current Vacancies page](#) and click 'vacancies', search for the role you wish to apply for, and click 'Apply Online'. The online application form can be completed in stages and can be revisited at any time. The form automatically saves as you enter your information, and it is simple to move backwards and forwards throughout at any time prior to submission. Help is available at each stage to guide you through the form. Before final submission, you can preview your application and can then choose to refine or submit the form.

Please refer to the advert for the closing date for this vacancy, all applications must be submitted by 11.59pm on this date. Following the closing date, we will contact you by email to let you know whether or not you have been shortlisted to participate in the next stage of the selection process. We try our best to inform all applicants within two working weeks following the closing date.

Application > Shortlisting > Interview > Outcome

For informal enquiries about this vacancy, you may wish to contact: Christine Anderton, Student Engagement Officer at Andertoc@edgehill.ac.uk

At Edge Hill University we value the benefits a rich and diverse workforce brings to our community and therefore welcome applications from all sections of society.