

Academic Advisor

| ATTRIBUTES | ESSENTIAL | DESIRABLE |
|---|---|--|
| VALUES | <ul style="list-style-type: none"> • Commitment to student led work • Professional, supportive and helpful to students, staff and stakeholders • Commitment to environmentally sustainable working • Champion of inclusivity and diversity | |
| QUALIFICATIONS & TRAINING | <ul style="list-style-type: none"> • Educated to Degree level or equivalent work experience | <ul style="list-style-type: none"> • Degree in relevant subject • Trained in ASIST • Trained in SMHFA |
| EXPERIENCE | <ul style="list-style-type: none"> • Experience of providing information, advice or guidance to a designated standard of service • Experience in dealing with a range of Academic Rights and Wellbeing issues • Experience of Class Representation • Experience of data protection/GDPR • Experience working in a supportive environment • Experience of handling and analysing data • Experience of producing reports or briefing notes to inform decision making • Experience of undertaking research – primary or desk research – to produce an evidence base for change | <ul style="list-style-type: none"> • Experience of working with students and young people • Experience of working in a membership-led or democratic environment • Experience of organising and/or delivering events • Experience of project management |
| SKILLS, KNOWLEDGE & APTITUDE | <ul style="list-style-type: none"> • Ability to plan own workload ensuring that all queries (internal and external) are dealt with in a timely manner. • Ability to work on own initiative and as part of the team. • Ability to demonstrate excellent oral & written communication skills, including diplomacy • Ability to demonstrate professional confidence, tact and diplomacy when dealing with a variety of stakeholders. | <ul style="list-style-type: none"> • Understanding of the HE sector • Understanding of Student Union Sector • Understanding of Aberdeen University • Knowledge of social media and ability to communicate effectively and timely to students |

- Excellent IT skills, particularly in MS Office (excel and word)/MS Teams and software packages
- Ability to recognise the opportunity for and pursue pre-emptive solutions to problems.
- Good listening skills and an ability to draw out, through questioning, the views and perspectives of different people
- Ability to establish professional, strong working relationships with a wide range of people and organisations, internally and externally
- Excellent organisational and time management skills, working to deadlines
- Ability to maintain confidentiality always
- Ability to maintain up-to-date policies and procedures in relation to academic issues and complaints.
- Ability to keep accurate records.
- Ability to be proactive in identifying potential problems and works towards finding and implementing creative solutions paying particular attention to University regulations, Student Wellbeing and Health & Safety legislation.
- Flexible Approach to work