

Students' Union Advisor

Welcome

We're so pleased you found us.

We believe that students can and want to shape the communities they are part of for the better.

Through our student leaders and elected representatives, we create opportunities for students to come together and inspire them to make change and shape the world around them.

It's a seriously fun place to work, driven by our values with a diverse and international perspective, with a really supportive staff team and a focus on your development.

Students' unions come in all shapes and sizes. With job roles at all levels, and with more than 550 unions across the country, you can work with us to start building a career doing what you love.

Come join us!

Ryan Bird

Chief Executive

What we do

The SU *is* the body of students at the University of Bath. We believe that when students come together, they can shape the communities they are part of for the better. Through our student leaders and elected representatives, we grow and support communities of students as they provide opportunities for others and change the world around us for the better.

Together we: Promote student interest and welfare; Provide support and advice; Represent the student community with the University and others; Provide social, cultural, sporting and recreational activities.

How we do this is through student-led:

- Voice – helping students stand up, speak up and make their voice heard,
- Experiences – making friends and memories that last a lifetime,
- Groups – broadening horizons with our communities of students,
- Support – providing advice and support on student life,
- Development – developing the skills students need to lead and change.

Our work is overseen by an independent board made up of six elected student officers, two independent students and five external independent trustees. The SU is funded by a grant from the University of Bath, membership income and the commercial revenue that we generate through our range of student spaces and services.

Summary of the job

Salary	Starting from £38,784 p.a. (Grade 7).
Contract	Part Time (0.6FTE)
Working hours	21.9 hours per week including occasional weekend work.
Location	University premises with hybrid working possible.
Reporting to	Advice and Support Manager

The Students' Union Advisor provides frontline advice and support to students, ensuring access to confidential, impartial guidance across a wide range of issues. The role focuses on delivering high-quality casework and empowering students to make informed decisions, while contributing to service development and The SU's commitment to a supportive student community.

Role overview

The SU Advisor is a key member of the Advice and Support Service, providing confidential, impartial guidance to students on a wide range of issues.

Working closely with colleagues across The SU and the University of Bath, the role ensures students have access to clear, accurate information and support during challenging situations.

The Advisor will manage detailed casework, supporting students with academic appeals, housing concerns, and disciplinary matters, while assessing wellbeing needs and adapting approaches to meet diverse circumstances. By empowering students to understand their options and make informed decisions, the role contributes directly to their success and wellbeing.

Alongside casework, the Advisor plays an active role in service development, identifying trends and sharing insights to improve policies and procedures. The role also supports The SU's wider mission by collaborating with SU Officers and University partners to enhance the student experience and strengthen safeguarding practices.

This position underpins The SU's commitment to creating a safe, inclusive, and supportive community. Through professional advice delivery and contribution to continuous improvement, the Advisor ensures students always have a trusted, independent source of guidance.

Main responsibilities

- Provide specialist, confidential advice to students on academic, housing, and misconduct issues, ensuring they understand their rights, responsibilities, and potential outcomes.
- Manage detailed and sensitive casework, assessing wellbeing needs and tailoring support to meet the diverse circumstances of individual students.
- Maintain accurate records of advice and casework in line with service standards and data protection requirements.
- Contribute to service development by identifying trends and using casework evidence to inform policy improvements and enhance the student experience.
- Work collaboratively with SU colleagues, Officers, and University partners to ensure joined-up support and influence positive change across campus.
- Promote the Advice and Support Service to students, ensuring accessibility and awareness of the support available.
- Uphold The SU's values by delivering impartial, student-focused advice and championing a safe, inclusive, and supportive environment.

About you

To be successful in this role, these are the things that will matter most:

Knowledge and Experience

- Proven experience delivering confidential advice on complex issues, interpreting policies, and managing sensitive casework.
- Ability to assess needs, provide immediate wellbeing support, and make informed referrals.
- Understanding of academic, housing, and wellbeing issues in Higher Education and professional standards in support services.
- Strong collaboration and communication skills, using evidence to influence improvements and represent diverse student needs.

Skills and Abilities

- Excellent verbal and written communication, with the ability to adapt to sensitive situations and maintain accurate records.
- Strong organisational skills to prioritise, manage complex casework, and maintain attention to detail under pressure.
- Effective interpersonal and decision-making skills, tailoring advice to diverse needs and supporting colleagues.
- Confident use of ICT systems for case management and secure handling of confidential information.

Other benefits

We offer competitive salaries, a vibrant and fun working environment and flexible working to enable your work-life balance.

We offer more than just a “job”; we offer career opportunities for committed and ambitious people to help shape our organisation and the lives of the students we represent.

Our staff enjoy a safe and pleasant working environment, with a variety of benefits encompassing pay, generous pension and work-life balance, along with excellent facilities on campus.

Join us and be part of our story!

How to apply

Find out more

For more information and an informal chat about the role please contact:

Dr Helen Constance, Advice and Support Manager, hec55@bath.ac.uk

Thank you.

thesu@bath.ac.uk
01225 38 3800
thesubath.com

 [@thesubath](#)  [@thesubath](#)  [@thesubath](#)