



**Graduate  
Students'  
Association**  
UNIVERSITY OF YORK

**Advice & Welfare  
Coordinator**

**Recruitment Pack**



# Advice and Welfare Coordinator

## The Graduate Students' Association (GSA):

The GSA is one of only three specialist postgraduate unions in the country. We're an independent charity primarily funded by the University of York and representing the almost 6000 Masters and PhD students at the University.

Our membership is extremely diverse with students aged 21 to 85 year of age and over 60% of our members coming from outside the U.K. We also have a growing number of distance and part-time learners. Engaging with and providing services for such a diverse population is a challenge, but one the GSA rises to each year.

The services offered by the GSA include representation and student voice, welfare support, academic advice and support, free sports sessions and a comprehensive calendar of events and trips including the UK's largest dedicated postgraduate welcome week.

Over the last few years the GSA has developed and expanded the services it offers to its members and this staff post is part of the latest phase in development. The successful candidate will be joining our small team of 8 staff and 3 student sabbatical officers, based out of our lively office in the heart of campus west.

## Purpose:

The role of Advice and Welfare Coordinator is integral to the work of the GSA and the support we offer our members. Our advice team is made up of the Advice and Welfare Coordinator along with two advisors who work 1 day per week in the GSA and the rest of the time in the advice service at our sister organisation YUSU (University of York Students' Union).

The successful candidate will be expected to develop the advice service and the welfare campaigns of the GSA, building on existing provision to deliver the best possible experience to postgraduate students.

You will be responsible for advising students on individual academic and welfare cases and supporting them through a number of University processes. Much of our current casework is focussed on supporting students with academic issues in particular Appeals, Mitigating Circumstances and Academic Misconduct, so experience in these areas would be beneficial.

You will also work alongside elected student representatives to lead on the planning and development of the GSA's wellbeing and support activities in areas like mental health, accommodation, exam stress and students with children.



**Salary:** £22 000

**Hours of Work:** Full time, 37.5 hours per week (7.5 hours per day). Due to the nature of the role, working hours may exceed this total as business needs fluctuate.

The GSA offers flexible working between the hours of 8am and 6pm, staff must be present for core hours are between 10am and 4pm.

The post may involve evening and weekend work.

**Place of Work:** The Graduate Students' Association, University of York, Heslington, York. The post may require some minimal travel within the UK.

**Benefits:** 30 Days per year holiday & All Public Holidays

**Duration of Post:** Permanent, subject to a satisfactory 3 month probation period.

**Reporting to:** GSA CEO

**Application forms:** should be returned, marked Private and Confidential, to Peter Gorbart, via email to [recruitment@yorkgsa.org](mailto:recruitment@yorkgsa.org)

**Contact:** For an informal conversation regarding this role, please contact Peter Gorbart, CEO on [ceo@yorkgsa.org](mailto:ceo@yorkgsa.org) or 01904 323712

**Closing Date:** Midnight - Thursday 25<sup>th</sup> October

**Shortlisting Date:** Friday 26<sup>th</sup> October

**Interview Date:** Thursday 1<sup>st</sup> November

**Commencement Date:** Immediately



## General Duties:

- Undertake relevant postgraduate academic and welfare related casework.
- To ensure accurate records are kept for all related casework and that this is stored in line with GDPR and best practice.
- Provide relevant advice to Postgraduate students on all areas of student support and welfare, and where required advise the University on areas of Postgraduate student support
- To develop professional relationships with University departments and individuals, firstly in the realms of academic representation and support, but also on a wider scale
- Record engagement within service area and prepare reports when required.
- To monitor student satisfaction with advice service.
- To assess and develop the advice service on an ongoing basis.
- To develop and deliver a range of wellbeing activities for postgraduate students.
- To lead the GSA's work around Mental Health and support student volunteers working in this area.
- To lead the GSA's work around student families and support the family network.
- Contribute to a high and committed, level of service provision.
- To support GSA staff and officers with the preparation of policy on academic and welfare matters.
- To provide support to the CEO and the elected Officers when required.

This list is not exhaustive and the post holder will be expected to carry out other tasks commensurate with the level of the post.



## Person Specification

### Advice and Welfare Coordinator

	Essential	Desirable
<b>Education/Qualifications</b>	<ul style="list-style-type: none"> <li>• A Good Undergraduate Degree</li> </ul>	<ul style="list-style-type: none"> <li>• A recognised welfare qualification</li> <li>• A postgraduate qualification</li> </ul>
<b>Previous experience</b>	<ul style="list-style-type: none"> <li>• Welfare casework experience</li> <li>• Previous involvement in coordinating and planning campaigns or project management</li> <li>• Understanding of Postgraduate Education sector</li> <li>• Experience working in a student facing environment</li> <li>• Ability to communicate accurately and effectively to a diverse range of people at all levels</li> <li>• Competent in Standard IT packages</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of report writing</li> <li>• Experience of developing and delivering training</li> <li>• Previous experience of working with or for democratic organisations</li> </ul>
<b>Disposition</b>	<ul style="list-style-type: none"> <li>• Appreciation of the need for confidentiality</li> <li>• An awareness of student issues</li> <li>• A willingness to undertake relevant training and development</li> <li>• Good communication skills</li> <li>• An interest in Postgraduate issues</li> <li>• Ability to understand and manage professional relationships</li> </ul>	<ul style="list-style-type: none"> <li>• An awareness of student issues</li> </ul>