

Job Description: Student Advocate

Organisation: City of Liverpool College

Department: Students' Union

Responsible to: Student Engagement Manager

Hourly rate: £14.63 per hour (based on 2 hours per case)

Hours: Sessional

About:

City of Liverpool College Students' Union is a democratic organisation made up of elected full-time and part-time students who work to improve student experience at the College. The Union aims to support and represent students on a variety of matters from providing quality enrichment opportunities to improving teaching and learning, to make sure the student voice is heard.

Job Purpose:

The role of the student advocate is to provide support to individual students who feel that they have been unfairly treated by the College. The aim of such support is to ensure students' rights are upheld, their views heard and respected and that they have fair and equal access to sources of support. The advocate will support students to represent their views and make sure that their voice is heard.

A Student Advocate may be required to support students in such circumstances as:

- Formal Student Complaints processes
- Failure of the College to meet Standards as set out in the Student/HE Student Charter
- Representation/Appeals related to the Student Disciplinary Process, Assessment and Academic Malpractice

Full training will be provided to successful applicants.

Roles and Responsibilities:

- Provide a confidential space to listen to a student's concern or worries and help them act upon them

- Help students challenge decisions that are made about them by providing information about their rights, and advising on grounds to complain or appeal decisions that have been made about them
- Support students through the process of making a written complaint or letter of appeal
- Support students to prepare for meetings
- Support students in attendance in meetings regarding complaints, academic appeals or disciplinary hearings, where required
- Act as a spokesperson for the student, where required
- Work towards a mutually agreed solution to issues, where possible
- Actively promote the safety and wellbeing of all students at City of Liverpool College
- Keep accurate records of meetings.

Person Specification (Skills and Experience):

- Be a current Further or Higher Education student at City of Liverpool College
- Have an impartial and non-judgmental approach
- Good listening skills
- Good communication skills, both written and verbal
- An ability to maintain positive working relationships with a range of stakeholders
- Ability to find creative and positive solutions to problems
- Knowledge of College policies and procedures.

APPENDIX A: Relevant College Documents

- Further Education Student Charter and Student Conduct Policy
- College Complaints, Comments and Compliments Policy
- Assessment Guidelines and Appeals Procedure
- Academic Impropriety Procedure (HE)
- Appeal Against Assessment Decisions (HE).

To register interest in these posts, contact SET@liv-coll.ac.uk and request an application pack.