Job Description

Post title: Senior Student Support Adviser - Equality, Diversity, Inclusion, Sexual Violence and Safeguarding
Grade: UH7
School/Department: Dean of Students
Responsible to: Deputy Director of Student Wellbeing
Responsible for: Student Support Adviser (Equality, Diversity, Inclusion and Safeguarding and Sexual Violence), Student Support Adviser (EDI) and Student Support placements/volunteers (as required)

MAIN PURPOSE OF THE JOB

The Senior Student Support Adviser - Equality, Diversity, Inclusion and Sexual Violence is based in the Dean of Students Office (DoS) with close working links to the University's central EDI (Equality, Diversity and Inclusion) Office.

This postholder will manage and lead the team providing specialist advice and support to students, consultation and training to staff and will lead the operational delivery of the University's compliance with the Office for Students (OfS) Condition E6 requirements relating to harassment and sexual misconduct.

The postholder will manage a service offering specialist emotional and practical support to students experiencing harassment, bullying, discrimination, domestic violence, sexual harassment, or sexual assault, supplementing existing provision.

The postholder will maintain and review operational plans, procedures and guidance to ensure continued compliance with OfS E6 requirements and sector expectations.

There will be a requirement to manage various projects to advance the EDI agenda, including the Dignity and Respect Advisers for students, Active Bystander training, and the Bullying, Harassment & Sexual Misconduct Investigators programme.

The role requires planning and delivering a calendar of Student Wellbeing events throughout the year, engaging both internal and external stakeholders and promoting EDI through a variety of media. This will include designing and running workshops, training for staff, and implementing a comprehensive ongoing matrix of training.

The role requires a high degree of initiative and independent decision making, including managing projects from conception through to final implementation in-line with the University's longer-term EDI strategies.

The Senior Student Support Adviser - Equality, Diversity, Inclusion, Safeguarding and Sexual Violence will work with staff of the University as well as external agencies to develop and enhance the support available to students. Supporting and advising students individually as well as providing specialist consultation and advice to university staff will be required.

Work is expected to be carried out with consideration of the University context in which it occurs, liaising with others within the DOS, the University and beyond, as necessary.

RESPONSIBILITIES AND DUTIES

- Lead and manage the team providing specialist support services, training and guidance. This will include setting out a clear vision, strategy and planning the work of the service and also the work of individual staff ensuring the service is professional, appropriate to needs and delivered in a timely way.

- Support the delivery and coordination of the University's operational compliance with OfS Condition E, ensuring effective implementation, ongoing monitoring and continuous improvement of arrangements relating to harassment and sexual misconduct. This includes chairing the E6 steering group and other task groups.
- Oversee mandatory training compliance across the University, implementing processes to monitor completion, engage non-completers, maintain compliance records, and escalate outstanding requirements where necessary.
- Provide regular reporting and oversight of compliance activities, producing reports and data for senior leaders, committees and regulatory requirements, and keeping policies and processes under review to reflect sector developments and good practice
- Lead and ensure service delivery on projects, and programmes of training/awareness raising events throughout the year and when required to University students and staff. Review and evaluate projects and service delivery to ensure best practice and effectiveness.
- Develop and maintain links with internal and external stakeholders, keeping abreast of sector developments to ensuring that the service delivery is relevant, adopting best practice and is sector leading.
- In liaison with the DOS/Student Wellbeing and EDI Office, provide specialist and confidential advice and guidance to students on EDI related matters.
- Represent the Dean of Students and EDI Office at appropriate internal and external meetings and stakeholder groups.
- Lead on service meetings, participate constructively in case reviews, multi-disciplinary meetings, and other essential meetings.
- Lead on support to study processes for students who may be adversely affected by harassment, discrimination, victimisation, or sexual assault.
- In collaboration with internal and external stakeholders, deliver and coordinate a calendar of diversity and student wellbeing events throughout the year.
- Develop and maintain positive links and effective communication systems with key partners including the Police, the local Sexual Assault Referral Centre, Herts Rape Crisis, Sunflower Centres and Safer Places, University staff, and other local and national support agencies.
- Work closely with Marketing & Communications and the University's Students' Union on EDI related communications

Student Casework

- Offer specialist advice and support to students who have been subject to harassment, discrimination or sexual assault including advice on accessing additional services and support. Advising and supporting students on reporting matters formally (eg to university, to police) and on confidentiality issues, including the circumstances in which information may be shared with third parties.
- To be the lead providing specialist advice to university and partners on individual cases, including actions to ensure that students feel safe and protected after being subject to harassment, discrimination, victimisation, or sexual assault.
- To conduct case management reviews of individual cases, including tracking, recording, and reporting on progress.
- Respond appropriately to safeguarding concerns that may arise, following the University's Safeguarding Policy and Procedures and co-ordinating any care/welfare plans that may result.
- Maintain accurate records to a secure, professional, and ethical standard ensuring service and university data protection and GDPR compliance.

Policy and procedure

- Further develop service protocols and procedures and contribute to university wide policies, and strategies within this area of practice as necessary, eg implementing any future recommendations from bodies such as Universities UK or The Office for Students (OfS)
- In liaison with the EDI Office, manage, develop, and support the University's Dignity and Respect Advisers and Bullying and Harassment Investigators Network, and advise and support investigators carrying out formal investigations.
- Collaborate with HR (Human Resources) colleagues on policy, practice and the facilitation of bullying and harassment support.
- Develop relevant information, guidance and resources for publication using various methods of communication.
- Lead the engagement with Third Party Hate Crime Reporting and coordinate monitoring processes.
- Provide reports including information and data on EDI, bullying, harassment, and sexual violence cases for University governance committees.

Prevention and training

- Prepare, deliver, and review and evaluate training to students and student facing staff on consent, disclosure and active bystander interventions.
- Produce training and educational materials using a variety of delivery methods such as face-to-face and online e-learning sessions
- Work collaboratively with Student Union and other internal and external partners to organise events and workshops on consent, disclosure, active bystander interventions and training.

STAFF MANAGEMENT DUTIES

1. Oversight of staff issues for those within the allocated group including excellent people management, appointment, probation, appraisal, development, promotion and progression, review of performance according to policies and procedures agreed by the University

2. Maintenance of records of staff development activities

3. Oversight and monitoring of staff workloads in order to ensure an equitable distribution of staff loadings across the staff group and the most effective use of staff resources

4. Ensuring talented staff in the groups are recognised, rewarded and retained so ensuring that suitable succession plans are in place

5. The visible commitment, management and maintenance of high standards of safety throughout their domain commensurate with current Health and Safety legislation and with the University's Health and Safety policy

6. Identify achievable equality goals

SUPERVISION RECEIVED

The Senior Student Support Adviser will work closely with the Deputy Director Student Wellbeing and seek advice from the University's central EDI Office. The postholder will be expected to organise and work independently, without close supervision on a range of activities.

SUPERVISION GIVEN

The Senior Student Support Adviser will be responsible for the line management of Student Support Advisers (Equality, Diversity, Inclusion and Safeguarding and Sexual Violence) and may be required to supervise Student Placements/volunteers when required.

RESPONSIBILITY FOR BUDGETS

None.

RELATIONSHIPS/CONTACTS

Internal: Deans of Academic SBU's, Heads of Professional SBU's, Head of EDI, Dean of Students, Secretary and Registrar, Human Resources, Academic Registry, senior managers/academics, Students' Union.

External: Advance HE (Higher Education), Equality and Human Rights Commission, the local Sexual Assault Referral Centre, Herts Rape Crisis, Sunflower Centres and Safer Places, other local and national agencies that support survivors of sexual assaults, Athena SWAN East Region cluster, Herts Constabulary, Herts County Council, Welwyn Hatfield Council, Public Health and main equality bodies and networks.

This document outlines the duties required, for the time being, of the post entitled Senior Student Support Adviser - Equality, Diversity, Inclusion, Sexual Violence and Safeguarding to indicate the level of responsibility. It is not intended to be a comprehensive or exhaustive list and the Deputy Director (Student Wellbeing) may vary duties, from time to time, which do not change the general character of the job, or the level of responsibility entailed.

REHABILITATION OF OFFENDERS ACT

DISCLOSURE AND BARRING SERVICE

This post is exempt under the Rehabilitation of Offenders Act 1974 as amended. The University requires that the successful applicant who is offered employment will be subject to a criminal record check from the Disclosure Barring Service before the appointment is confirmed. An Enhanced Disclosure will be required, and this will include details of cautions, reprimands or final warnings, as well as convictions. The University of Hertfordshire complies with the 'Code of Practice for Registered Persons and other recipients of Disclosure Information'.

Overseas applicants and UK applicants who have lived abroad
Successful applicants who have lived outside the UK, for 12 months or more (whether continuously or in total), in the last 10 years, will be required to produce a 'Certificate of Good Character/Conduct' from each of those countries.

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QUALIFICATIONS & MEMBERSHIPS

Minimum of a Degree (or equivalent level 6 or higher qualification) **or** significant proven experience in relevant field	Essential
Accredited ISVA (Independent Sexual Violence Adviser) qualification	Essential
Accredited IDVA (Independent Domestic Violence Adviser) qualification	Essential
Professional or academic qualifications **or** significant knowledge and skills relevant to the role e.g. PGC in Coaching, advice/counselling training, research techniques, data analysis, marketing or events management	Essential

EXPERIENCE

Substantial proven and demonstrable experience of providing specialist sexual violence/harassment/violence support work providing confidential, impartial advice, guidance and support to workforce or service users	Essential
Experience of managing projects, including compliance related programmes, including performance monitoring and implementing improvement actions	Essential
Experience of leading staff	Essential
Previous experience working in an equality and diversity role	Essential
Demonstrable experience of project management from initiation, promotion to completion with successful outcomes	Essential
Experience of designing and delivering training in a range of media to a range of stakeholders	Essential
Awareness of the issues affecting equality and diversity in Higher Education	Desirable
Previous relevant experience within Higher Education or the wider public sector	Desirable
Experience of multidisciplinary and multiagency work	Desirable
Experience of establishing and developing external partnerships	Desirable

KNOWLEDGE AND ABILITY

Knowledge of the Office of Students (OfS) Condition E6 requirements relating to harassment and sexual misconduct	Essential
Knowledge and understanding of equality legislation and the benefits of a diverse and inclusive workplace or educational setting	Essential
Knowledge and understanding of safeguarding issues and legal responsibilities	Essential
Demonstrable ability to deliver and facilitate training and presentations	Essential
Excellent interpersonal and communication skills with the ability to engage professionally with staff at all levels, students, and external stakeholders	Essential
Expert-user IT skills of all standard packages	Essential
Proven ability to maintain personal and professional boundaries.	Essential
Ability to work with data, undertaking analysis and producing reports highlighting key issues or trends and provide recommendations to address the findings	Essential
An understanding of the criminal justice system responses to sexual assault, discrimination, domestic abuse and harassment	Essential
An understanding of the University's EDI Charter Marks (Athena Swan, Disability Confident, Race Equality and Stonewalls Workplace Equality Index)	Desirable

BEHAVIOURS AND ATTRIBUTES

Personal commitment to promoting and advancing equality of opportunity	Essential
Ability to respond effectively to a wide range of people and queries whilst maintaining confidentiality, impartiality and professionalism	Essential
Integrity, reliability, versatility and creativity	Essential
Ability to work independently on own initiative and prioritise own work schedule	Essential
Ability to collaborate and effectively engage with internal and external stakeholders and partners	Essential
Commitment to personal and professional development	Desirable

We are a values-led organisation. These values inform and sustain all our activities and reflect who we are as people. They tell everyone what is important to us and what drives us. We value:

Friendliness	Ensuring we act in a respectful and inclusive manner
Ambition	Supporting those determined to achieve
Collaboration	Encouraging working together for positive, shared outcomes
Enterprise	Being impact led and placing enterprise at our core
Student success	Working in partnership with our students and empowering them to reach their potential.

Shared Responsibilities

The University of Hertfordshire's vision is to transform lives, whether that's our students or staff. This means whoever you are, we will support you to reach your full potential to succeed during your career with us. Our staff community comprises innovative individuals who want to develop, excel and add value by doing their very best. We each embody the University values of friendliness, ambition, collaboration enterprise and student success. We are passionate about promoting and working in a diverse and inclusive staff community. Everyone who works for the University is encouraged to share in that sense of belonging, entitled to feel they are managed fairly, are valued and accepted, and understand they are being supported to succeed.