

Job Title:	Student Advisor (Money Support)
Unit/School:	Student Services and Employability
Grade:	6A/B
HERA:	SS111

Core purpose of role

To deliver a comprehensive student money advice service with a focus on delivering a Tuition Fee Debt Support Service, using a structured case-management approach to manage early intervention, proactive student engagement, and agreed repayment arrangements for students who miss tuition fee payments. The role will ensure that debt is actively managed in compliance with the University's Student Fee and Debt Management Policy, applying agreed processes and parameters consistently and fairly. The role requires extensive working across departments, working on behalf of students to resolve financial challenges. The role plays a key part in delivering an outstanding and inclusive student experience, supporting student success and retention while also safeguarding the University's financial sustainability through effective recovery of tuition fee income.

Key responsibilities and contributions

- Deliver a flexible, accessible and inclusive support service, tailored to meet the diverse needs of students and is responsive to differing cultural, financial and personal circumstances.
- To manage a caseload and maintain appropriate confidential records to ensure compliance with the Data Protection Act 2018 and UK General Data Protection Regulations (UK GDPR).
- Work collaboratively with colleagues across Academic Schools, Money Advice, Global Engagement, Student Services and Finance teams to ensure joined-up, consistent and effective support, advocating on behalf of students. Providing a single stop for student debt.
- To liaise with relevant funding authorities on behalf of students to establish further information about their situation and to help resolve complex and ongoing issues
- Support students to agree affordable and sustainable repayment plans, providing clear explanations of options, expectations and consequences, while promoting financial resilience
- Support students with effective budgeting and money management ensuring that they have access to relevant support as required and as identified as part of their tailored support plan



- Monitor and analyse data, identifying trends, risks and emerging issues and prepare reports to inform service improvement, emerging risks, and strategic decision-making.
- Take a holistic approach to student support, identifying financial, personal or wellbeing issues and making appropriate referrals to support services.
- Utilise data and trends to proactively identify student groups most at risk of falling into tuition fee arrears; and implement appropriate early interventions / awareness activities.
- To undertake the required number of training hours each year to maintain accredited member status of NASMA.
- To take responsibility for continuous professional development by keeping up to date with legislative changes and best practice in the sector to ensure students continue to receive an excellent advice service.
- Promote the Tuition Fee Debt Support Service to students and colleagues, raising awareness of available support and encouraging early engagement and appropriate referrals into the service.

Person specification

Essential qualifications / Professional memberships

- Degree educated or equivalent, or possessing equivalent professional experience.

Essential experience, knowledge and skills

1. Practical understanding of and commitment to equality and diversity and cultural awareness in the workplace.
2. Knowledge of the Higher Education sector and the range of academic, financial, personal and wellbeing issues that may affect students, with an understanding of how these factors can impact on student success, engagement, continuation and retention.
3. Knowledge and understanding of student financial support packages, including the ability to apply this knowledge accurately when advising and supporting students.
4. Experience of working with customers in a support or advice-giving setting.
5. Experience of supporting customers facing challenging circumstances, including holding sensitive and supportive conversations about a range of pressures and helping individuals plan practically for the future.
6. Experience of working with a diverse student or customer cohort, demonstrating empathy, cultural awareness and inclusivity, with the ability to understand and respond sensitively to differing needs, lived experiences and cultural contexts, and to adapt communication and support approaches accordingly.
7. Experience of working collaboratively with colleagues across multiple teams or services, using influence and effective relationship-building skills to shape outcomes and joined-up solutions without direct line-management responsibility.
8. Excellent interpersonal and communication skills, with a friendly, approachable and professional manner, with a strong commitment to delivering high-quality, student-focused service and customer excellence.
9. Excellent organisational skills, with the ability to manage a varied caseload while acting as a proactive self-starter, independently identifying priorities, initiating action, and progressing work without the need for continuous direction.
10. A confident and competent IT user, proficient in the use of commonly used software packages and able to learn new systems quickly and effectively.
11. Strong numeracy skills with the ability to analyse and interpret data, trends and feedback to identify areas for service improvement, development opportunities and potential risks, and to contribute to informed decision-making and continuous



improvement.

12. A positive and solution-focused attitude, with a willingness to take ownership and contribute constructively to challenges.

Desirable

1. Experience of managing or supporting the resolution of overdue payments or debt using a fair and customer-focused approach.
2. Relevant qualification in delivering advice and guidance.

Welsh skill requirements

Welsh is essential to our students and staff and is a key part of our provision and services. For every position at Cardiff Met, proficiency in Welsh language is either essential or desirable. You can find information about the levels by viewing our booklet: [Welsh language skills levels](#). If a skill is listed as essential in the table below, please ensure you demonstrate this in your online application form.

Language level and general descriptor	Listening	Reading	Speaking	Writing
A1 – Beginner Can understand and use familiar everyday expressions and very basic phrases in Welsh.	Desirable	Desirable	Desirable	Desirable
A2 - Basic user Can deal with simple, straightforward information and communicate in basic Welsh.				
B1 - Intermediate user Can communicate, to a limited level, in Welsh about things that are familiar and/or work related.				
B2 - Upper intermediate user Can express myself in Welsh on a range of topics and understand most of a conversation with a native speaker.				
C1 - Fluent user Can communicate fluently in Welsh.				
C2 - Master user Can communicate fluently on complex and specialist matters in Welsh.				

Disclosure & Barring Service requirements

This post does not require a DBS check.

Supporting information

The University is a dynamic organisation, and changes may be required from time to time. This job description and person specification is not intended to be exhaustive.

The University is committed to the highest ethical and professional standards of conduct. Therefore, all employees are expected to have due regard for the impact of their personal behaviour and conduct on the University, students, colleagues, business stakeholders and our community. Each employee must demonstrate adherence to our Code of Professional Conduct. In addition, all employees should have particular regard for their responsibilities under Cardiff Metropolitan University's policies and procedures.