

STUDENT LIFE ADVISER (FINANCE)

Student Journey and Support Services

SC4978

CANDIDATE BROCHURE



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WHAT MAKES UEA SO SPECIAL?

The University of East Anglia is a publicly funded major UK research and teaching university. It was built to embody a radical new vision for higher education, where interdisciplinarity is crucial and excellence in both research and teaching is valued. UEA consistently ranks within the top quarter of universities in the UK for the quality of research and teaching.

As a major regional employer and cultural centre, we take our regional civic responsibilities very seriously and have kept our sights on the people and place we call home. In fact, we launched our University Civic Charter in October 2023; created from in-depth community engagement, renewing our commitment to the region as part of our 60th anniversary.

There are many things which make UEA special, not least of which is the community of staff and students that work and study here. UEA includes three Nobel prize winners, including Sir Paul Nurse and Sir Michael Houghton, and many fellows of the Royal Society and British Academy amongst our alumni and current staff.

Our campus is home to Sir Denys Lasdun's iconic brutalist architecture set in hundreds of acres of beautiful country park that includes a large broad (lake). In the spirit of Lasdun's ambition to inspire an anatomy of ideas, today, UEA is tackling some of the key challenges of the changing world. UEA's research combines disciplines

and breaks new boundaries across its priority research themes of climate, creative and health.

UEA is the place where global warming was first documented. Since the 1970s, UEA's Climatic Research Unit, and more recently Tyndall Centre for Climate Change (Headquarters hosted at UEA), have played a pivotal role in developing temperature records and climate models, contributing to the understanding of climate change, and informing global policy. Many UEA scientists have played significant roles in the Intergovernmental Panel for Climate Change (IPCC), which was jointly awarded the 2007 Nobel Peace Prize for its efforts to increase public knowledge of anthropogenic climate change. Environmental Science and Global Studies at UEA continue to be a major powerhouse for research and teaching.

UEA is widely regarded as a pioneer in creative writing, having established the UK's first Creative Writing Masters programme in 1970. This renowned programme has since attracted and produced numerous successful writers, including Booker Prize winners such as Ian McEwan and Anne Enright, and Nobel Prize Winner Sir Kazuo Ishiguro. In recent years, UEA academics have played a pivotal role in the discovery and presentation of the Gloucester Royal shipwreck (Norfolk's Mary Rose). Our iconic Sainsbury Centre for Visual Arts is a major museum and arts research facility.



Health research at UEA not only embraces the Faculty of Medicine and Health but draws in research from both social and natural sciences. Research under this theme has made major contributions in the fields of healthy ageing, epidemiology and involving citizens (via our innovative Citizens' Academy) in improving health care outcomes. This theme benefits from close association with the other major research institutes on the Norwich Research Park; notably the Norfolk and Norwich University Hospital and the Quadram Institute. The Norwich Cancer Research Network, and Norfolk Institute for Healthy Ageing, are examples of key mechanisms for delivery of real impact from health research at UEA.

UEA has been a major success over the last 60 years and looks forward with confidence to the next 60 years.

For an informal discussion about the post please contact Lucy Aspey, Student Life Manager via Lucy.Aspey@uea.ac.uk.

UEA is part of the Norwich Research Park

Norwich Research Park (NRP) membership locates UEA in one of the largest concentrations of research institutes in the whole of Europe – four independent internationally-renowned research institutes: John Innes Centre, Quadram Institute, Earlham Institute and The Sainsbury Laboratory; with the University of East Anglia and Norfolk and Norwich University Hospitals NHS Foundation Trust, supported and funded by The John Innes Foundation, The Gatsby Foundation, and UKRI Biotechnology and Biological Sciences Research Council.

The NRP provides an ideal environment for collaborative use of infrastructure and facilities, with a single portal for academics and businesses to access the specialist facilities across the Park.

The Enterprise Centre is a regional business, knowledge and innovation hub, with workspace provision and supports over 80 businesses working alongside UEA staff and students in a dynamic and vibrant entrepreneurial community. On the wider NRP, there are dedicated laboratory and office spaces in the Innovation Centre and Centrum hosting over 600 staff within a total of 115 businesses and spinouts.



THE ROLE

You will be a member of the Student Life Team and will see students for individual appointments, drop-ins and group sessions to provide advice, guidance and support covering a wide range of issues with a financial focus. You will also act as a point of contact concerning financial queries and advice relating to University and government hardship funds, and support students with applications and/or appeals to the main funding bodies including Student Finance England (SFE) and the NHS.

KEY RESPONSIBILITIES

ADVICE SERVICE

- Provide advice, guidance and support to students, drawing on knowledge of University regulations and current government legislation.
- Maintain awareness and understanding of University policies and procedures relevant to the student experience.
- To act as a specialist point of advice for Student Journey and Support Services, academic colleagues, and Professional Services teams.
- Use knowledge and judgement when deciding to refer students on to both internal and external services.
- Deal sensitively with a diverse range of individuals, whilst abiding by the provisions of Data Protection legislation in the handling of student data.
- Maintain timely and accurate records of interactions, including details of any follow-up actions and referrals.
- Share responsibility for monitoring and responding to the Student Life Finance inbox, ensuring timely responses to queries or requests from students and staff, and escalating complex queries to the Senior Student

Life Advisers where appropriate.

- Ensure webpages and digital resources are accurate, accessible and current.
- Collaborate with the Senior Student Life Advisers and the Student Life Manager (Advice and Guidance) to organise and assist in the running of Arrivals events for new students.
- Contribute to raising the profile of the Student Life Team around the University, developing new and innovative ways to reach students.
- Contribute to writing and updating guidance materials and online resources for staff and students.
- Lead on developing and delivering a social media strategy to increase engagement with the Student Life team, including maintaining an active content calendar and the creation of content.
- Respond sensitively to students with complex difficulties, identifying their needs and liaising with colleagues in Student Journey and Support Services as appropriate.

STUDENT FINANCIAL ADVICE

- Provide tailored information and advice on financial support and funding eligibility via appointments, drop ins, email, telephone and online platforms whilst considering the student's individual personal and financial circumstances.
- Develop and maintain a range of resources relevant to the needs of different groups of students.
- Provide information, advice and guidance to students to enhance their financial capability, including debt avoidance and debt management.
- Maintain up to date knowledge of student funding regulations, ensuring

THE ROLE (CONTINUED)

colleagues across the University are informed of relevant changes and that University information about student financial matters is accurate.

- Manage a caseload of students with difficulties of varying degrees of complexity, which may be one of several inter-linked problems affecting their wellbeing and ability to engage effectively with their course.
- Support students with their applications and/or appeals to the main funding bodies including Student Finance England (SFE) and the NHS, particularly in cases where applications have not been dealt with in a timely manner or where outcomes appear inappropriate.
- Support students with non-standard applications to funding bodies involving, for example, previous study, compelling personal reasons or alleged fraud.
- Liaise with SFE and other government bodies over complex student cases in order to progress cases.
- Administer government and University hardship funds in accordance with agreed guidelines and audit requirements; assess applications in the light of supporting evidence derived from documentation and interaction with applicants; make decisions on the amount of award (if any), exercise judgement and discretion where appropriate; manage budgets effectively; process payments.
- Consider applications for short-term loans; exercise judgment to determine whether or not applicants are likely to be in a position to re-pay and, in that event, to determine the appropriate amount of loan and re-payment arrangements; raise invoices.
- Maintain accurate records of all financial transactions for internal and external audit purposes
- Support the line manager in the creation of new processes and

systems for the administration of new funding streams for students.

- Support with organising and leading presentations and events centered around financial support throughout the academic year.

OTHER DUTIES

- Represent the Student Life Team at particular events, such as Open Days, and Arrivals events, some of which take place outside of the usual working hours.
- Undertake any other duties commensurate with the grade of the post as assigned by the Manager.

EQUALITY, DIVERSITY, HEALTH AND SAFETY STRATEGY

- Demonstrate strong commitment to the principles and practice of equality and diversity and a commitment to inclusion in Higher Education.
- Cooperate with UEA in ensuring, as far as is necessary, that Statutory Requirements, Codes of Practice, University Policies and health and safety arrangements are complied with.

SPECIAL CONDITIONS

- A flexible approach to working patterns, to manage fluctuating demand.

This is not intended as an exhaustive list of duties or a restrictive definition of the post but rather should be read as a guide to the main priorities and typical areas of activity of the post holder. These activities are subject to amendment over time as priorities and requirements evolve and as such it may be amended at any time by the line manager following discussion with the post holder.

THE PERSON

EDUCATION AND EXPERIENCE

- Good standard of education which includes five passes at GCSE at Grade C or above (including Mathematics and English) **OR** equivalent qualification or experience (E)
- Current/recent experience of providing information and advice to students and/or young people (E)
- Experience of responding promptly and effectively to requests for information (E)
- Evidence of excellent customer relations, in person, by telephone and in writing (including emails) (E)
- Experience of working in a customer-focused environment and managing distressed or upset people (D)
- Experience of managing a caseload of students/young people with varying degrees of complex needs (D)
- Experience of delivering workshops and presentations on topics relevant to the job role (D)
- Current/recent experience of providing information and advice to students and/or young people on money management, budgeting and financial capability (D)

- Current/recent experience of social media content creation and a working knowledge of social media platforms (D)

SKILLS AND KNOWLEDGE

- Proven excellent IT skills in Microsoft Office packages, including MS Forms and Excel (E)
- Excellent written and oral communication skills (E)
- Excellent organisational and time management skills (E)

PERSONAL ATTRIBUTES

- Sensitivity to diversity, experience of cross-cultural communication and providing services to people from a variety of cultural backgrounds (E)
- Commitment to high quality delivery and equal opportunity (E)
- Ability to listen with empathy, dealing sensitively with a wide range of individuals (E)
- Emotional resilience and ability to work calmly under pressure (E)
- Accuracy and attention to detail (E)

- Ability to plan and prioritise tasks effectively (E)
- Ability to work flexibly and independently as well as contribute effectively to team work (E)
- Ability to confidently make decisions (E)

SPECIAL CIRCUMSTANCES

- This post is exempt from the Rehabilitation of Offenders Act 1974. Appointment will be subject to a criminal record check at Enhanced level from the Disclosure and Barring Service, including a check of the Child Barred List. It is an offence to apply for this role if you are barred from engaging in regulated activity relevant to children (E)
- Annual leave may be restricted at certain times of the year (E)
- Willingness to work flexibly including out of hours (E)

Essential Requirements (E) are those, without which, a candidate would not be able to do the job.

Desirable Requirements (D) are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

FURTHER INFORMATION

The post is available on a part-time basis (0.6 FTE/21.75 hours per week) for a fixed term period of up to 12 months.

This temporary post is available to cover for the absence of the post holder on maternity leave. The appointment will be terminated (with four weeks' notice) at the end of the week immediately preceding the return of the post holder from maternity leave.

A secondment will be considered, and applicants should please ensure that a secondment will be possible with their Line Manager/Head of Department, before submitting a formal application.

Salary will be £26,707 to £30,378 per annum, pro rata, on Grade 5 on the single salary spine.

Place of Work - The University is strongly committed to providing an excellent student experience and research environment, and it is expected that all staff will be available on campus to carry out their duties during their working week in support of these goals. We have a hybrid-working policy which supports a mix of at home and on campus 'hybrid' working for many roles. For the majority of hybrid roles, the expectation is a minimum of 60% of working time will be spent physically present in the workplace.

The flexibility of the hybrid-working policy allows the possibility of some remote working, but it is the expectation that all appointments will be UK based, with any overseas working agreed in advance by exception only.

This vacancy is not eligible for sponsorship. The successful candidate must hold or obtain permission to work in the UK, which would allow them to take up this post

The post is superannuable under the Group Personal Pension and there is an annual holiday entitlement of 20 days plus statutory (8 days) and customary (6 days) holidays, pro rata for part-time. The University is committed to creating an environment where the health, welfare and safety of all students and staff is of paramount importance. The University's Safeguarding Policy

addresses both child protection and safeguarding children, young people and vulnerable adults within the work of the University. Appointment will be subject to satisfactory pre-employment checks, which may include an Occupational Health assessment and a criminal record check at Enhanced level from the Disclosure and Barring Service (which you will be required to pay for). It is an offence to apply for the role if you are barred from engaging in regulated activity relevant to children.

Information on the benefits of working at UEA can be found at <https://www.uea.ac.uk/about/working-at-uea>.

If you require the information contained within this candidate brochure in a different format please email staff.recruitment@uea.ac.uk

HOW TO APPLY

To apply for this vacancy, please follow the online instructions at: <https://vacancies.uea.ac.uk>

The closing date for this role is 11:59pm on **Monday 4 May 2026**.

It is anticipated that interviews will take place on **Thursday 14 May 2026** and we will inform you of the outcome of your application prior to this date.

Candidates should note that travel and incidental expenses incurred in attending an in-person interview will not be reimbursed.

ABOUT THE SERVICE

From the first point of registration to graduation and beyond, SAS provides a full range of support for students, the UEA community, research community and partner organisations.

SAS are responsible for delivering student-centred services, building community at UEA and driving an excellent & holistic student experience across the whole student lifecycle.

SAS also oversees the academic regulations and quality management at the University to ensure a consistent and equitable learning experience and research environment is provided to UEA students by maintaining and enhancing standards.

The division is comprised of several core elements:

- Student Wellbeing and Support Services
- Student community activity and residential life support
- Listening to the voice of the students and closing the feedback loop across the University
- Academic Registry Services inc. Academic Quality and Assurance

- Careers Services, Partnerships, Apprenticeships and Placements
- UEA's Postgraduate Research Service
- Strategy and evaluation of UEA's whole institutional approach to widening access and participation

SAS works in partnership with the Chief Operating Officer and the Pro-Vice Chancellor (Student Experience and Education), so that the University maintains and improves its competitive position in delivering an excellent student experience, graduate experience, and outcomes.





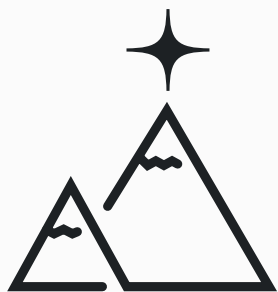
OUR VALUES

Shaped by staff, our UEA values represent a core set of standards for how we behave as an employer, drive excellence in teaching, learning and research, and collaborate as an anchor institution in our local community.

From tackling global challenges, striving for student and staff success, and creating a vibrant inclusive environment, our values are what unite us.

- ✦ AMBITION
- ✦ COLLABORATION
- ✦ EMPOWERMENT
- ✦ RESPECT

OUR VALUES (CONTINUED)



AMBITION

We are ambitious for our future success.

We are forward-thinking and brave in our approach and decisions. We make space for innovation and creativity, seizing opportunities that are responsible and sustainable. We are ambitious for the advancement of education and research.



COLLABORATION

We are collaborative in our approach.

We work together with shared purpose. We build connections, share ideas and develop new networks. We champion our regional, national and global relationships and demonstrate that together we can achieve greater goals and positively influence the world around us.



EMPOWERMENT

We empower ourselves and each other.

We develop ourselves and others, trusting people to make decisions based on their expertise and knowledge. We continually improve systems and processes to support us in working in an agile and efficient way.



RESPECT

We respect each other.

We treat everyone with respect and dignity. We value diversity and foster a community where people can express different thoughts and views. We are open to challenge, so we can learn and improve. We encourage a positive, inclusive environment where everyone has opportunities to fulfil their potential.

ACCOLADES

- Queen's Anniversary Prizes for Higher and Further Education have been awarded to UEA for international development studies (2009), creative writing (2011) and environmental sciences (2017). Notable alumni include Sir Paul Nurse (1973, Nobel Prize for Medicine 2001), Sir Kazuo Ishiguro (1980, Nobel Prize for Literature 2017), Sir Michael Houghton (1972, Nobel Prize for Medicine 2020) and Sarah Gilbert (1983) who led the Oxford University team to develop a COVID-19 vaccine, approved in 2020.
- Our Doctoral College, established in 2018, hosts six Doctoral Training Partnerships and integrates Faculty and School provision for 1600 Postgraduate Research Students (including those from across the Norwich Research Park), enabling collaboration and innovation.
- We recognise our global impact and were one of the first universities to declare a climate and biodiversity emergency in June 2019. Our sustainable campus, including over 50 acres of environmentally valuable parkland, is constantly evolving with ambitions to be 100% net zero by 2045 or sooner.
- UEA is a University of Sanctuary, an accreditation given to universities that show an ongoing commitment to creating a welcoming culture of inclusivity and awareness.
- UEA was awarded the Silver Athena SWAN Award in 2019, and all our Schools hold awards at Bronze or Silver.

A vibrant place to study, learn and work, UEA is a very special place.



A SUSTAINABLE UNIVERSITY

At UEA, we are now working to create a university that will be even better in the future, and we are working to achieve net zero carbon by 2045 (or earlier). Our Sustainable Ways vision is one of a resilient university – where consumption is efficient and self-generated energy supports low carbon goals, supported by a vibrant community of world-leading researchers and inspired graduates.

At a basic level, our sustainable development means that we try to balance the 'three pillars' of environmental, economic and social elements.

We challenge our environmental impact through on-site energy generation and a district heating and cooling network, reducing our reliance on grid electricity and therefore fossil fuels. We promote and use recycled and 'eco' products such as biological cleaning materials. We champion local suppliers and ethical causes, including Fairtrade and vegan products. We seek to ensure value for money in a holistic, whole-life costing sense in our new buildings and procurement contracts.

OUR INITIATIVES

Central campaigns, such as holiday shut-downs or awareness day events, support a whole-University approach to energy saving and other initiatives.

Follow us on X [@SustainableUEA](https://twitter.com/SustainableUEA)



OUR CAMPUS

UEA is based on a campus that provides top quality academic, social and cultural facilities to over 17,000 students.

Although located in 320 acres of rolling parkland, virtually no part of the campus is more than a few minutes' walk from anywhere else, so everything is close at hand – the library, nursery, health centre, supermarket (incorporating a post office) and restaurants. Amongst the striking buildings is the UEA's Sainsbury Centre for Visual Arts, which contains the Robert and Lisa Sainsbury Collection – one of the greatest art collections formed in Europe during the 20th Century.

The University has invested in new learning and teaching and research spaces, including a celebrated new Enterprise Centre that underpins its commitment to promoting student enterprise and entrepreneurship.

Sport and Recreation plays a major part in the life of the University of East Anglia, centred around the major Sportspark facility which is one of the most successful community sport facilities in the UK. This accessible and affordable facility provides a diverse range of activities, and incorporates a 50m Olympic size swimming pool, indoor climbing wall, coaching resource centre and sports injury clinic.



NORWICH

A CITY OF STORIES

The city's motto is 'A fine city' and its strong cultural heritage has seen Norwich maintain the best of its historical character whilst developing to become one of the most vibrant and attractive cities in Europe. Norwich offers miles of riverside walks and cycle ways, and a unique collection of 1930s parks. The city is surrounded by beautiful countryside and within easy reach of the stunning Norfolk coast.

Norwich is a UNESCO World city of Literature, the first in the UK, as well as being one of the newly named Tech Cities recognising the growth of digital businesses in the region. The most prominent high-rise building, apart from the castle, is the magnificent 11th century cathedral, which still dominates the skyline. The city's medieval centre of cobbled streets remains largely intact, but there is still space for modern buildings such as the city's centrepiece, the Forum, which is a striking piece of contemporary architecture. The glass front overlooks the colourful open-air market (one of the largest in the country) and reflects the city in all its diversity.

The city is consistently rated as one of the top ten shopping venues in the UK. Norfolk and Suffolk attract thousands of visitors each summer. The famous Norfolk Broads are among the most important wetlands in Europe and a haven for rare plants, wildlife and insects. The Broads attract holidaymakers who come to navigate the intricate natural network of waterways formed by the Rivers Bure, Yare and Waveney and their tributaries.

For further information about UEA's excellent facilities, staff benefits, picturesque campus and the UEA working environment, please visit the 'Careers at UEA' microsite <https://www.uea.ac.uk/about/working-at-uea>. Additional information about living and working in the city of Norwich can be found at <https://www.workinnorwich.co.uk/>



If there is another city in the United Kingdom with a school of painters named after it, a matchless modern art gallery, a university with a reputation for literary excellence which can boast Booker Prize-winning alumni, one of the grandest Romanesque cathedrals in the world, an extraordinary new state-of-the-art public library then I have yet to hear of it. Norwich is a fine city. None finer.

STEPHEN FRY



LOCATION

Some cities you've heard of, others you have to discover. Norwich is one of the most beautiful, modern historic cities in Britain. It's a city that celebrates the independent, stimulates creativity, promotes change and encourages diversity.

UEA is a campus university located 3 miles from the centre of Norwich. Situated in the heart of Norfolk, which means it's an ideal location to explore Norwich and beyond.

BY RAIL

LONDON • 2 HOURS

CAMBRIDGE • 1 HR 15 MINS

BIRMINGHAM • 4 HOURS

Many European cities (including Paris and Amsterdam) easily accessible by train

BY ROAD

KINGS LYNN • 1 HOUR

CROMER • 45 MINUTES

SOUTHWOLD • 1 HOUR

BY AIR

NORWICH AIRPORT • 20 MINUTES

STANSTED AIRPORT • 2 HOURS

London is a major airline hub and all main international destinations are easily accessible



An internationally renowned university, UEA is ranked in the UK Top 25 (Complete University Guide 2025), UK Top 30 (The Mail 2025) and the World Top 100 (Times Higher Education Impact Rankings 2024), where it ranks in the UK Top 20 for research quality (Times Higher Education Rankings for the Research Excellence Framework 2021) and World Top 20 for Health and Wellbeing (QS World University Rankings for Sustainability 2024), reflecting the international excellence of its research environment. The University holds UK Teaching Excellence Framework Silver status.

Equality, Diversity, Inclusion and Wellbeing

The University is committed to diversifying its workforce and to the wellbeing of all our staff. For example, we already hold an Athena Swan Silver Institutional Award in recognition of our advancement towards gender equality. Further details on our broader Equality, Diversity, Inclusion and Wellbeing work can be found on our [website](#).

