

**BPP Job Description**

**Job Title** Independent Advice Manager

**Department** Group Education Services

**Location** London Waterloo

**Contract type** Full time and permanent

**Hours of work** 37.5 hours per week

**Reporting lines** Reporting to the Head of Students’ Association & Student Relations

 Responsible for Independent Education & Welfare Advisor(s)

**Job Purpose**

The Independent Advice Manager will manage the Students’ Association’s Independent Advice Service, ensuring the delivery of impartial, professional, and specialist advice, representation, and casework support on a wide range of academic, housing, financial, and welfare matters.

You will:

* Lead and develop the advice team
* Manage complex casework
* Ensure the service meets professional standards while remaining accessible and student-centred.

**Key Responsibilities**

Service Leadership & Management

* Manage and supervise Independent Education & Welfare Advisors, including performance and development
* Oversee day-to-day operations, including case allocation and referrals
* Manage the Crisis Fund budget, ensuring fair and strategic distribution
* Maintain knowledge of HE regulations, OIA, QAA, and AdviceUK standards
* Ensure compliance with legislation such as Data Protection, FoS, Equality Act, and University Policies

Casework & Student Support

* Undertake detailed casework, including advocacy and representation
* Take referrals for complex cases, providing expert advice and signposting
* Support students through appeals, complaints, misconduct, and fitness-to-practice processes
* Maintain accurate case records and develop case management systems

Quality Assurance & Service Development

* Monitor service performance through feedback and evaluation
* Assist in developing policies and procedures for advice and welfare
* Stay up to date with changes in law, regulation, and best practice
* Lead projects such as digital advice tools and targeted outreach

Awareness, Engagement & Representation

* Promote the Advice Service through inductions, workshops, and campaigns
* Develop and maintain advice resources (factsheets, online guides, etc.)
* Provide trend reports to Association staff, elected officers, and committees
* Represent the Association at meetings and build external partnerships

General Responsibilities

* Provide excellent student-centric service and uphold the Association’s values
* Support strategic projects, campaigns, and events
* Maintain flexibility in duties, undertaking other tasks as required
* Always abide by Association and University policies

**Skills, experience & qualifications required – Essential**

* Experience in advice/casework in academic, welfare, or related areas
* Experience managing or supervising staff
* Excellent communication and advocacy skills
* Strong organisational and case management skills
* Commitment to equality, diversity, and inclusion
* Knowledge of student issues and the Higher Education context.

**Skills, experience & qualifications required – Desirable**

* Experience in Students’ Unions or membership organisations
* Knowledge of housing rights, student finance, welfare benefits, and supporting International Students
* Mental Health First Aid or equivalent training
* Experience with OIA processes or similar regulatory framework

*BPP actively promotes equality of opportunity for all with the right mix of talent, skills and potential, and welcomes applications from a wide range of candidates.  BPP will select candidates for interview based on their skills, qualifications and experience. Please note that for those posts that are exempt from the Rehabilitation of Offenders Act 1974, the successful candidate will be required to undertake a DBS check in addition to BPP undertaking any necessary online searches. This is deemed appropriate and necessary from a safeguarding perspective, and in line with BPP’s safer recruitment practices.*