

ADVICE ASSISTANT ROLE PROFILE

At the Guild, student staff don't just support what we do, you shape it. This paid role gives you the chance to get involved in meaningful work, build real experience, and make a difference to student life at Exeter.

Role:	Advice Assistant
Working hours:	8 hours per week
Pay:	£15.07 per hour
Supported by:	Student Advice Manager and Student Advisors

What you'll be doing

- **Managing everyday enquiries**, both face-to-face and through our digital helpdesk, ensuring responses are timely and accurate.
- Providing **administrative support** to Student Advisors as required, including data processing and recording.
- Be **knowledgeable** about and ready to signpost and triage low level enquires that students access the for.
- **Providing general information and signposting** students on issues relating to the University and the services provided.
- Proactively engage and develop alongside Advisors and other Guild departments with **Advice led projects** that support the student journey.
- **Work Collaboratively** with other Guild Departments to ensure the efficient running of Advice led initiatives.
- **Listening to students needs** and feeding this back to Advice Service Manager to enable **continual improvement** of the service.





What you'll gain

- **Communication**- Learning how to adapt your approach to suit a range of contexts and maintaining excellent internal and external working relationships.
- **Problem Solving**- Opportunity to build initiative to deal with issues that may arise.
- **Teamwork**- Collaborating with other Reception Assistants and across wider staff and student staff teams in delivery of our Reception Service.
- **Customer Service**- Opportunities to build customer service skills, including active listening and empathy when communicating with members.

Skills/ Experience you need

- Interest in **engaging diverse groups** of members or customers with services and opportunities.
- Some experience **supporting the administration** of processes, systems or services.
- **Time Management**: Able to demonstrate effective time-management skills and to take responsibility for prioritising workload and tasks.
- **Customer Service**: Able to demonstrate a commitment to excellent customer service.
- **Teamwork**: Able to work collaboratively with others, both as part of a team and across different departments.
- **Adaptability**: Able to embrace new challenges and respond to unexpected situations.
- **Inclusivity**: Capable of understanding and meeting the needs of diverse individuals and groups
- **Problem Solving**: able to spot issues and opportunities and apply creative solutions to challenges.
- A demonstrable **commitment** to our **values**.
- Shares a **genuine interest** for working in a democratic, student-led environment and championing student leadership.
- Demonstrates a commitment to **equality, diversity and inclusion**.

Key dates

- Shortlisting: 16th October 2026
- Interviews: 23rd October 2026
- Start date: 28th October 2026

