

Job Description

Position:	Student Funding Advisor
School/Service:	Student Services & Experience
Reference:	SSE-043/P
Grade:	Grade 5
Status:	Permanent
Hours:	Full-time 36.25 hours per week. Monday to Friday 8:45 am to 5:00 pm. (Some work outside these hours may be required e.g. Open Days, welcome and induction events, attending staff development sessions)
Reporting to:	Student Support Officer

Main Function of the Position:

- The post holder will promote and provide information, advice and guidance to prospective and current students on core funding, bursaries, scholarships and all aspects of funding and financial matters.
- To contribute to the development of a professional money advice and guidance service for students who require financial advice and or support.
- To promote and deliver money management sessions (budgeting) to students as required.
- To develop and implement systems for carrying out the administration of all bursaries and scholarships.
- Coordinate and minute the University Bursary and Scholarship Working Group and attend other appropriate working groups for instance the APP Working Group.
- To monitor and collate data for the purpose of official returns including but not limited to OFFA Returns and Access and Participation Plans and to support senior colleagues with the production of reports in relation to Student Funding.
- Working as part of a team in Student Services to deliver effective student support.
- To contribute to the development of and manage the distribution of funds via the Student Support Fund (hardship scheme) and to carry out second assessments on hardship applications.
- Working with the Student Support Officer and Student Services Team Leader to streamline processes, develop new systems to provide efficiencies.

Principal Duties and Responsibilities:

1. Provide financial advice, information and guidance to applicants and students through one to one appointments, group sessions, email, online chat and by

telephone. Developing new and engaging content and means to reach students during a cost of living crisis.

2. To deliver presentations to prospective students, current students and staff at the University and partner colleges, careers advisors and parents.
3. To carry out and deliver budgeting and money management session to students and prospective students.
4. To offer basic advice on benefit entitlement to prospective and current students.
5. To use new digital tools and social media to engage with students. Working closely with the Student Life Team to deliver events (National Student Money Week), workshops and webinars for students associated with student funding.
6. To attend and support induction activities for new students and those returning to their course of study.
7. To take the service on tour and deliver funding advice across the campus.
8. To support the Student Support Officer when responding to complaints and appeals.
9. To develop and assist with the administration of all Student Support Funds (hardship funds) including completing second assessments of applications made to the fund.
10. To develop and maintain appropriate and accurate record keeping systems in relation to the administration of funds.
11. To review and liaise with the Students Loans Company administration systems including but not limited to Higher Education Bursary and Scholarship Scheme (HEBSS).
12. To develop appropriate publicity information materials regarding all sources of financial support and other funding issues. This will include taking the lead on new campaigns to address emerging concerns in relation to the cost of living crisis.
13. To take the service on tour and to engage with hard to reach students.
14. Meet with students when necessary who are applying for financial assistance or who have been unsuccessful having applied for financial assistance.
15. Liaise with external organisations, industry, and partners, SLC, SFE, OfS and DoE.
16. Refer to specialist services where available and appropriate.
17. Deal effectively and timely with a variety of telephone and written enquires from prospective students, their representatives, members of staff and students of the University.
18. Develop and maintain in conjunction with colleagues appropriate, timely and accurate record systems.
19. Working with the Student Support Officer collate and analyse feedback, develop student focus groups and contribute to new developments to improve customer satisfaction.

20. Working with the Student Support Officer and Projects and Operations Manager to develop the student journey/lifecycle looking at data to identify potential trends and when interventions may be required.
21. Take the lead and facilitate staff training sessions on student funding, bursaries and scholarships.
22. Play an active role in producing and maintaining a range of sources of information in order to provide support and guidance to students and colleagues.
23. To use a solution focussed approach when dealing with difficult situations and complex cases, working closely with colleagues.
24. To draft routine letters, assist in the preparation of reports and statistics, as well as the input, extraction and manipulation of data as and when required.
25. Represent the department and contribute to the university's agenda on Environmental Sustainability.
26. To work flexibly as part of the Student Services team, covering main reception, assisting colleagues in the Student Centre at peak times during the year.
27. Staff may be required, from time to time and on an ad hoc basis, to work additional hours and/or hours outside of their normal working pattern to meet the needs of the service.
28. Ensure a safe working environment and abide by University Health & Safety Policies and practices and to observe the University's Equal Opportunities Policy and Dignity at Work Policy at all times.
29. Ensure and maintain integrity and confidentiality of data and associated data protection requirements in line with statutory and corporate requirements
30. Awareness of environmental and sustainability issues and a commitment to the University's associated strategy with respect to the performance / delivery of key responsibilities of the role.

Note:

This is a description of the position requirements as it is presently constituted. It is the University's practice to periodically review job descriptions to ensure that they accurately reflect the position requirements to be performed and if necessary update to incorporate changes were appropriate. The review process will be conducted by the relevant manager in consultation with the post holder.

Person Specification

Position: Student Funding Advisor		Reference: SSE-043/P	
School/Service: Student Services & Experience		Priority	
Criteria		(1/2)	Method of Assessment
1	Qualifications		
1 a)	Honours degree in relevant subject area or equivalent level experience of supporting students in Higher Education	1	Application Form/ Documentation
1 b)	GCSE English and Mathematics grade C or above or an equivalent level qualification	1	Application Form/ Documentation
1 c)	ECDL or equivalent level qualification/experience	2	Application Form/ Documentation
2	Skills / Knowledge		
2 a)	Up to date working knowledge of student funding and the financial challenges student encounter.	1	Application Form/Interview/ Assessment
2 b)	Up to date working knowledge of Higher Education Bursary and Scholarship Scheme (HEBSS)	2	Application Form/Interview/
2 c)	Ability to work flexibly as part of a multi-disciplinary team and cover for other team members in their absence.	1	Application Form/Interview/
2 d)	Excellent time management and caseload management skills and experience of prioritising competing demands with minimum support	1	Application Form/Interview
2 e)	Strong IT and digital communication skills.	1	Application Form/Interview/ Assessment
2 f)	Excellent verbal and written communication skills e.g. the ability to communicate effectively and explain standard service procedures to students, staff at all levels and external colleagues.	1	Application Form/Interview
2 g)	Effective administration skills e.g. organised record keeping, retrieving, analysing and presenting data	1	Application Form/Interview
3	Experience		
3 a)	Demonstrable experience of supporting students in relation to Student Funding.	1	Application Form/Interview/ Assessment
3 a)	Demonstrable experience of contributing to Access Agreements or Access and Participation Plans	2	Application Form/Interview/
3 b)	Proven track record of maintaining a helpful and cooperative manner when dealing with difficult situations and working under pressure	1	Application Form/Interview
3 c)	Demonstrable record of establishing effective working relationships with a wide range of people in a challenging environment	1	Application Form/Interview
3 d)	Knowledge of current benefits systems	2	Application Form/Interview
3 e)	Experience of working within a HE/FE setting.	1	Application Form/Interview

3 f)	Experience of delivering presentations to large audiences	1	Application Form/Interview/ Assessment
4	Personal Qualities		
4 a)	Awareness of the requirements associated with operating within a customer service environment	1	Interview
4 b)	Commitment to continuous improvement and creative ways of working	1	Interview
4 c)	Sensitive to individual and cultural differences	1	Interview
4 d)	Ability to use initiative to address problems for students and staff.	1	Interview
4 e)	Work independently without close supervision.	1	Interview
4 f)	Awareness and adherence to issues of confidentiality.	1	Interview
4 g)	Ability to manage a busy workload to tight deadlines, with excellent organisation and attention to detail.	1	Interview
4 h)	Passionate about improving the lives of others through the provision of high quality information, advice and guidance.	1	Interview
5	Other		
5 a)	Willing to undertake staff development, which may take place outside the University	1	Interview
5 b)	Awareness of the principles of the Data Protection Act, Health and Safety, Freedom of Information Act, Prevent and Bribery Act	1	Interview
5 c)	Commitment to the University's policy on equal opportunities and diversity	1	Interview
5 d)	Available to work flexibly and travel as appropriate in order to meet the needs of the services	1	Interview

Note:

1. **Priority 1** indicates **essential** criterion – an applicant would be unsuccessful if unable to satisfy all Priority 1 criterion.
2. **Priority 2** indicates **desirable** criterion - applicants failing to satisfy a number of these are unlikely to be successful.
3. Please note it is normally expected that a new appointee will commence at the bottom of the grade