

| JOB DESCRIPTION AND PERSON SPECIFICATION   |   |                           |
|--|---|---------------------------|
| <b>Job Title:</b> Administrator (Student Funding Service)  | <b>Salary:</b> £29,358 - £35,839 per annum                    |                           |
| <b>Accountable to:</b> Scholarships and Bursaries Manager  | <b>Grade:</b> 3   |                           |
| <b>Section:</b> Library & Student Support Services   | <b>Location:</b> 272 High Holborn, London / Working from home |                           |
| <b>Contract Length:</b> 6 months Fixed Term  | <b>Hours per week/FTE:</b> 35 hpw /1 FTE                      | <b>Weeks per year:</b> 52 |
| <p><b>Purpose of Job:</b><br/>The post holder will have the following administrative responsibilities within a Service context, relating to the dispersal of a range of funds to students:</p> <ul style="list-style-type: none"> <li>Administration and allocation of all funds provided by government agencies including, the Student Loans Company, US Department of Education; and other the University Funds.</li> <li>To deal with enquiries regarding all the funds administered by Student Funding Service including Scholarships and Bursaries, Student loans, University Awards and Prizes provided from the internal and external fund sources.</li> </ul> <p>The post holder will be expected to provide and deliver professional duty and expertise in areas covered by the Student Funding Service and liaise with other departments across the University including but not limited to Finance, Student Advice Service, Development Team, Web Team and Academic Registry.</p> <p>The post holder may be required to take an administrative lead and Service delivery for a specific area of funding, for example Scholarship Administration, FE Funding, University Hardship Funds, US Loans or SLC administration.</p>   |   |                           |
| <p><b>Main duties and responsibilities:</b></p> <ul style="list-style-type: none"> <li>To assess student eligibility for any awards made by the Student Funding Service and carry out the day-to-day administration of these funds, including providing information to students, completing administrative tasks and arranging payments.</li> <li>To deal with a variety of written, telephone and personal enquirers to the Student Funding Service in an efficient and courteous manner.</li> <li>To have up-to-date knowledge of the regulations and procedures related to funds assessment and dispersal, including but not limited to Student Loans Company and US Department of Education.</li> <li>To be able to exercise judgement and initiative as to the most appropriate course of action for each enquiry or application.</li> <li>To provide information to students on the financial support available to them from all sources managed by the Service, including the Student Loans Company, US Department of Education, and other government agencies, as well as internal or external sources of funds.</li> <li>To maintain spreadsheet and database records of student financial support schemes.</li> <li>To maintain archive storage and retrieval systems for student applications to any funding schemes both electronically or paper, as required.</li> <li>To maintain confidentiality of all information and documentation processed by the Student Funding Service according to the principles of the GDPR.</li> <li>To ensure timely liaison with finance staff and external agencies about payments to students. .</li> </ul> |   |                           |

- To contribute to the promotion of, and information available about, all funds, bursaries and scholarships as required, and work collaboratively on the student funds information on the University website.
- To work closely with the Student Advice Service and other staff to ensure information on funds available for students is disseminated and students are appropriately supported.

#### **Additional Duties**

- To play a full role in the team duties of the Student Funding Service, and to attend training, panels or conference sessions as necessary for both individual and team development.
- To ensure timely updating of staff and other relevant individuals or bodies on changes to the funds rules or Service's activities.
- To provide information, advice and support to University staff in the allocation and administration of all funds handled by the Service.
- To assist in the provision of accurate data as required in relation to all aspects of the student funding process, and to assist in drafting briefing papers as required.
- To assist in the required preparation for any audits of processes and ensuring compliance with financial regulations and criteria relating to individual funds, and assist in policy and practice reviews as required.
- To assist in the accurate production of returns to various external bodies as required, taking responsibility for those directly related to the Student Funding Service's activities.
- To assist in the mapping, design and implementation of appropriate administrative procedures in support of funds assessment and dispersal.

#### **General Duties**

- Perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University.
- Undertake health and safety duties and responsibilities appropriate to the role.
- Work in accordance with the University's Equal Opportunities Policy, and the Staff Charter, promoting equality and diversity in your work.
- Undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.
- Make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.
- Conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations.
- To personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022)
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**Key Working Relationships:** Managers and other staff, and external partners, suppliers with whom regular contact is required.

- Student Advice Service
- Finance Department
- Development Team
- Web Team
- Academic Registry

#### **Resources Managed:**

**Budgets:** Budgets are managed by service managers, but the post holder is required to follow all necessary financial regulations.

**Staff:** None

Signed \_\_\_\_\_ Date of last review \_\_\_\_\_  
(Recruiting Manager)

**Job Title:** \_\_\_\_\_ **Grade:** **3**

| Person Specification                    |   |
|---|---|
| Specialist Knowledge/<br>Qualifications | <p>Knowledge of Further and Higher Education funding administration, government agency processes and relevant products.</p> <p>High level of computer literacy and including but not limited to:</p> <ul style="list-style-type: none"><li>• Student Records Systems</li><li>• MS Office</li><li>• Databases</li></ul>  |
| Relevant Experience                     | <p>Minimum of 1 years' experience within HE Funding Administration.</p> <p>Experience of working effectively with centrally established and computerised systems, including a high standard of word processing, database and spreadsheet skills.</p> <p>Experience of performing clerical duties including, but not limited to filing, answering calls and arranging meetings.</p> <p>Excellent numeracy skills and experience of paying close attention to detail to ensure accuracy in all aspects of the work.</p> |
| Communication Skills                    | <p>Excellent verbal and written communication skills with the ability to deal with a wide range of people including students, academic staff and senior university managers.</p>  |
| Planning and Managing<br>Resources      | <p>Ability to work under own initiative, prioritising work and producing accurate information, often with strict and competing deadlines.</p>   |
| Teamwork                                | <p>Works collaboratively in a team and where appropriate across or with different professional groups, with occasional supervision of duties and task delegation and providing support, assistance and cover where needed.</p>  |

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| Student Experience or Customer Service     | <p>Provides a positive and responsive student or customer service.</p> <p>Good understanding of customer service, and the ability to employ tact and discretion when dealing with a range of sensitive and confidential student information.</p> |
| Creativity, Innovation and Problem Solving | <p>Uses initiative or creativity to resolve problems.</p> <p>Ability to distinguish between the need to make a decision and when to defer, also contributes to the decision making of others by providing relevant information.</p>              |

The application form sets out a number of competence questions related to some of the following selection criteria. Shortlisting will be based on your responses to these questions. Please make sure you provide evidence to demonstrate clearly how you meet these criteria.