

Capital City College Group

Job Description and Person Specification

Post:	City & Islington College Student Finance Support Officer
Contract:	Full Time, Fixed Term (Maternity Cover)
Salary:	£28,314 per annum

Key Purpose

To administer the day to day operations and all aspects of the Student Finance Support Funds (including Discretionary Learner Support, Childcare, bursary funds from Councils and Charity organisations, student 24+ Advanced Learner Loans and oversight of Free Meals) allocated to the College by the external funding bodies or by the College from its own budget. Liaise with external organisations and agencies including the funding bodies as required

Responsible for providing a range of administrative services to facilitate the effective day to day operation of the College Student Finance plus general administrative duties including face to face timetabled advice and support to students across a campus/college.

Main Duties and Responsibilities

- To ensure outstanding student support in the provision of financial information, advice and support with the key focus being the support to students
- To provide courteous, welcoming and student-centred information, advice and guidance to respective enquirers through a variety of methods: in person, telephone, post and email
- To implement the College Discretionary Learner Support Fund Policy and additional associated policies relating to the provision of student advice and finance support across a range of College campuses as required
- To effectively promote all financial support, bursary schemes and funds to potential students, parents and carers of students, any subcontractors, and College staff to include the availability of, and eligibility for, loans, grants, bursaries and other forms of student support
- To support the implementation of flexible financial support and advice sessions to meet the needs of a wide range of students to assist in removing barriers to learning, ensuring that an accessible and seamless service is provided for students
- To receive and verify the accuracy of applications and supporting evidence from students for the various support schemes, ensuring that accurate and relevant evidence to support eligibility is obtained to ensure funding and audit compliance
- To maintain an effective and accurate electronic/paper record system, inputting applications on PayMyStudent and creating respective financial awards and notifying students of outcomes

- To create ad-hoc queries and reports from Pay My Students in terms of funding allocations, expenditure and to ensure that all relational databases (including the EBS/UNIT-e database) are reconciled
- To work closely with all relevant colleagues across College and the wider Group plus external services and funding agencies to ensure that all financial and administrative aspects of Student Finance Support are effectively managed and controlled
- To order, record and distribute materials and other resources to ensure all centres and external organisations have sufficient application forms and guidelines
- To undertake helpline and helpdesk duties in an effective and student-focused manner, providing accurate information and guidance updating student records accordingly
- To work as part of the team, participating in meetings, training events and collaborating in the development of service procedures
- Updating the service intranet page ensuring that all policies and procedures are made available to students, staff and external organisations
- Participating in recruitment events on- and off-site, providing information and advice in a range of settings including open days, schools, colleges, voluntary and community organisations, libraries and fairs. To follow up enquiries and leads gathered to enable the college to actively recruit new learners
- Ensuring the accuracy & effectiveness of recording and updating student finance applications, monitoring student attendance, generating financial records and liaising with all relevant colleagues across the College and wider group as necessary
- Ensuring that all budget expenditure is authorised, monitored, distributed, completed and remains within limits set
- To treat all written, verbal and electronic information provided by students and staff in the strictest of confidence disclosing information as relevant to senior staff across College and the wider Group
- Ensure that you comply with all new GDPR regulations supporting any activities including audits and training, as required by the College and wider Group
- Liaise with other Student Finance/Advice Officers across all campus Student Hubs on issues relevant to student finance and advice
- Support the student facing advice role offered at the campus through advice session with students at specific times in the week
- Participate actively in the admissions and enrolment process for the Campus, undertaking a specific student facing role at main enrolment periods
- Be flexible in the provision of specialist and general administrative support as needed across all campuses.

Line Manager Responsibilities

- None

Wider Responsibilities

- Be prepared to represent student finance and advice at both College and Group level meetings as appropriate in relation to the overarching work of the Student Finance Team
- Develop and maintain effective working relationships with external stakeholders and partners at both a local and national level as appropriate.
- Support the work of the Safeguarding and Student Well-Being team at the campus to ensure the service meets the College's statutory duties on Safeguarding, Child Protection and Adults at Risk

General

- To implement College policies particularly those relating to equality of opportunity, health and safety and data protection
- To implement Health and Safety and security procedures in accordance with statutory and College requirements
- To undertake appropriate self-development and training activities and regularly review performance of duties with the line manager for the post
- To undertake any other duties consistent with the key objectives and/or duties of the post

Expectations of the Post Holder

- To demonstrate model behaviours that, at all times, are consistent with an open, inclusive and participative style.
- To be proactive in identifying and pursuing opportunities that are appropriate to maintaining his/her professional development, and actively participate in the Group's appraisal scheme.
- To carry out his/her duties at all times with due regard to the Group's policies, including Safeguarding, Health & Safety, Equal Opportunities, and Data Protection, and participate in training as and when required.
- To work flexibly and to undertake such other duties that may reasonably be allocated by the line manager

Special Conditions

1. The nature of this post means that the post holder will need to travel to all College campuses to undertake duties as required as well as external venues.
2. The post holder will be contracted to work for a defined number of hours per week but it is a requirement of this post that the holder will flex these hours to reasonably meet the needs of the service, which may include working occasional evening and weekends.
3. This post falls within the scope of the regulations requiring a Disclosure & Barring Service (DBS check).

N.B. This job description is designed to outline a range of main duties that may be encountered. It is not designed to be an exhaustive listing of tasks and can be varied in consultation with the post holder in order to reflect changes in the job or the organisation.

EDI

We value diversity and positively welcome applications from all backgrounds. This will help ensure our workforce better reflects the diverse wider community we support. Applicants who declare a disability meeting the minimum criteria for the role will be guaranteed an interview.

Safeguarding

We are committed to safeguarding and promoting the welfare and safety of our students and expect everybody working for the Group to share this commitment. We actively seek DBS enhanced clearance checks for applications of employment as part of our safeguarding procedures.

Person Specification

	Criteria	Essential	Desirable
Qualifications / Professional Development	GCSE English and maths at Grade 4 (previously Grade C) or above, an equivalent qualification		
Knowledge / Experience	Significant experience of working in an administrative capacity in a customer facing role, preferably within an educational environment		
	Good IT skills with experience of using MS Office and databases (is essential) and the ability to learn to use the College's computerised enrolment and information system		
	A good understanding of the further education funding methodology in relation to student finance support funds		
	An understanding of work within a College or a financial support department		
	Understanding and knowledge of the factors which present barriers to learning for students from low income households		
Skills / Abilities	Excellent team working and interpersonal skills including the ability to deal with enquiries from a range of people with differing needs		
	Ability to maintain confidentiality and data accuracy as required by Data Protection legislation		
	The ability to work with defined systems and processes, with fast and accurate keyboard skills using Microsoft Word, Excel and Outlook and other IT administrative applications – ability to learn database software		
	Ability to work under pressure, meet deadlines, identify priorities and organise own workload		
	Must have an eye for detail, ensuring data integrity at all times		
	Ability to work as part of a team, respecting the differences in others, establishing and maintaining good working relationships in the workplace		
	Good written, oral, numeracy and analytical skills		
	Ability to develop and maintain filing and information systems		

	Ability to act diplomatically and with discretion, maintaining confidentiality at all times		
	Outstanding interpersonal skills and the ability to work effectively with a wide range of clients to ensure high levels of customer satisfaction		