

Job Description

Job title	Scholarships & Funding Administrator
School / department	Student Services
Grade	4
Line manager	Deputy Head of Student Services
Responsible for	none

Main purpose of the job

The main purpose of this role is to work within a team to provide an excellent customer service to students and staff, with particular emphasis on the administration of the Scholarships & student financial support funds for further and higher education students. Duties also include front line provision of information to students and staff regarding funding, disability and other Student Service provision.

Whilst on a day to day basis the post holder may have certain duties allocated to him/her, he/she will be required in certain circumstances to undertake other duties to ensure a full administrative service is maintained in order to support the operation of the Student Services.

Contribute towards the provision of an effective, efficient and professional quality administrative service within the Student Services; working within the framework of the central department and the university's strategic plans.

This appointment requires a flexible approach to working hours to provide administrative support to cover the duties of the Student Services which will including working some weekday evenings and weekend cover as and when required.

Key areas of responsibility

- To provide information, advice and guidance to students regarding scholarships and funding (Hardship) taking into account their individual circumstances and the eligibility requirements of each scheme.
- To maintain accurate student records and files for the Scholarships and Hardship funds schemes, including inputting data and scanning on to the Student Records System (currently UNIT-e system) and the scholarships database, and to run reports where required.
- To proactively assist with the marketing of UWL funding and scholarship scheme by contributing to the writing and production of leaflets and application forms, by updating the University website, and by providing an informative service to potential students and parents during open days and at general recruitment and enrolment events...

- To provide an excellent customer service to students at all times; assisting with face-to-face queries at the Student Services front desk; answering telephone calls and responding to all emails in a timely manner.
- To work closely with external stake holders and colleagues across the University, including Schools/Collages, Finance, Academic Registry, Alumni, to ensure the information provided to students is accurate to ensure an effective running of the scheme.
- To undertake general administrative duties including scanning file, raising of purchase orders, dealing with the post etc.
- To plan and prioritise own workload to ensure that deadlines and good standards of service are met together with the Funding and Scholarships Administrator.
- To take individual responsibility for own area of work and to work on own initiative as required.
- To use effective communication skills, both oral and written, to deal tactfully, efficiently and effectively with people at all levels, including students, University staff and occasionally external contacts.
- To maintain appropriate levels of confidentiality, in particular in relation to students' financial information or personal data such as information about disabilities.
- To ensure high standards of output, with strict attention to detail and accuracy at all times.
- To maintain accurate records and files in accordance with University policies and procedures.
- To work in line with applicable legislation (such as the Data Protection Act) and University/Student Services policies and procedures.

In addition to the above areas of responsibility the post holder may be required to undertake any other reasonable duties relating to the broad scope of the position, as directed by the line manager.

Dimensions / back ground information

Student Services comprises Scholarships and Funding, Immigration and Funding Advice, Accommodation, Wellbeing, Student Engagement and Retention, and Careers.

The University is a provider of both Higher Education (HE) and Further Education (FE) and we have an extremely diverse student body: <http://www.uwl.ac.uk/about-us/how-university-works/student-profile>

Person Specification

Criteria	Essential	Desirable
Qualifications and/or membership of professional bodies	Degree or relevant experience	
Knowledge and experience	<p>Experience of working in a customer facing 'front line' service</p> <p>Experience of, working and/or studying, in Higher Education</p> <p>Experience of working within a team in a changing environment and frequently under pressure</p> <p>Experience of planning and prioritising work</p> <p>Knowledge of Student Services provision</p> <p>Basic understanding of statutory funding available to students including: Student Loans Company, NHS student funding and Skills Funding Agency</p> <p>Understanding of cross-cultural awareness, working with a diverse community</p> <p>Knowledge of Data Protection Act 2018</p>	<p>Knowledge of Further Education business processes</p> <p>Knowledge of the UNIT-e student record and tracking system</p>
Specific skills to the job	<p>Excellent customer service skills with the proven ability to be helpful, patient and have empathy</p> <p>Able to work methodically and follow set processes and procedures accurately</p> <p>Good IT skills, especially MS Office applications in particular Excel, databases and email</p>	

	Good understanding of data integrity, manipulation and attention to detail regarding data quality	
General skills	<p>Good numeric skills</p> <p>Good literacy skills</p> <p>Ability to respond quick to changes in legislation and regulations</p> <p>Ability to respect a high level of confidentiality at all times</p>	
Other	<p>Ability to deal with queries and escalate issues appropriately</p> <p>Ability to balance conflicting workloads and prioritise own workload effectively</p> <p>Ability to adapt to change and willingness to learn new IT skills and attend training courses</p> <p>Ability to work as a flexible and effective member of a team and to work effectively within a team and contribute to the team's development and assist team members when necessary</p> <p>Ability to communicate with a wide range of people at all levels both inside and outside of the University</p> <p>Strong cultural awareness with an understanding of, and commitment to, equal opportunities</p> <p>Self-motivated, with a flexible approach to work.</p>	

	<p>Problem solving ability and analytical skills</p> <p>Able to use initiative</p> <p>Commitment to providing customer focused service</p>	
<p>Disclosure and Barring Scheme</p>	<p>This post requires a standard DBS check</p>	
<p>Essential Criteria are those, without which, a candidate would not be able to do the job. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the shortlisting stage.</p> <p>Desirable Criteria are those that would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirement</p>		