

Job Description

Job title	Senior Student Money and Funding Advisor
School / department	Student Services
Grade	6
Line manager	Head of Student Advice and Immigration
Responsible for (direct reports)	Student Funding Advisers & Student Money Adviser/Administrator
Date of creation or review	01/06/2025

Main purpose of the job

This is a key role within the Student Services Department to support and contribute to a professional and specialist advice and guidance service on a range of financial, immigration and funding issues to all students, to encourage academic progress and student retention.

The post holder is responsible for the supervision, training and support of Student Money and Funding Advisors and any Trainee Advisors and Administrative staff within Student Advice. In addition, this post holder will occasionally be required to deputise for the Head of Student Money and Immigration advice.

The post holder will also line manage Student Money and Funding Advisors within the Student Money and Immigration Advice team, conducting regular one-to-one meetings and taking care of all administration with regards to annual leave, sickness, payroll and other HR notifications.

The post holder will also be responsible for providing advice to staff throughout the university on all matters relating to student financial support and fee status assessment. The post holder will undertake complex casework and advocacy on behalf of students and staff in respect of a range of practical advice issues, including finance and funding regulations. Together with the Head of Student Money and Immigration Advice and the Senior Student Immigration Adviser, the post holder will lead on initiatives to improve communication and student experience, work closely with the student community (including the UWL Student Union), academic and central service departments to foster engagement and an understanding of services provided within the Team. This post holder will also support the Student Money Advisers and Head of Student Advice with the administration, origination and disbursement of US Federal Loans.

This appointment requires a flexible approach to working hours as occasional weekend and evening cover is required, mainly for open days. This is a fully on site role. Advisors will be based primarily at the St Mary's Road campus in Ealing, but regular cover will be required on our campuses in Brentford and in Reading, weekly / monthly on a rota basis with other advisors.

The role requires detailed and up-to-date knowledge of:

- Fee status regulations at both FE and HE

- Student funding entitlements for students at pre-degree, undergraduate and postgraduate level, as well as other sources of finance and funding. This will include students on NHS courses (e.g. Bsc Nursing and BSc Midwifery)
- Housing rights for students renting in the private sector
- Statutory benefits and money management advice for students.

Key areas of responsibility

- Support Student Advisors with the provision of expert, accurate and confidential advice to students on a one-to-one basis in person, via email and on telephone / remotely through Microsoft Teams on a range of topics including: student financial support, discretionary support funds, bursaries, money management, US Federal Loans, statutory benefits, fee status and housing rights. This will include where any of these are affected by students wishing to interrupt their study, undertake a period of repeat study, transfer to another course or withdraw from the university. This service is to be provided for students in both further and higher education, and also to potential students interested in applying to the University of West London.
- Use effective spoken and written communication skills to deal efficiently, effectively and tactfully with people at all levels.
- Maintain up to date knowledge of complex changes and developments in relevant legislation, policies, procedures and working practices within an education environment.
- Actively participate in regular formal supervision and training of the Student Advice team to ensure high professional standards and ethics and compliance with competency frameworks. Particular topics include: eligibility for statutory funding from Student Loans Company and NHS, and how this can be affected by course changes; conducting appeals of fee status assessments where students believe they have been assessed incorrectly by Admissions; providing support to students renting in the private sector with regards to tenancy contract checks and landlord disputes; providing advice on statutory welfare benefits and tax credits.
- Taking complex cases forward to external stakeholders such as UWL's SLC Account Manager and local borough councils in order to help students resolve difficulties with their benefits, funding and immigration statuses.
- Assist the Head of Student Money and Immigration Advice in providing staff development training to other departments within the university on topics connected to student support e.g. fee status assessment.
- Participate in recruitment and enrolment-related events and assist with other activities which underpin the student lifecycle from induction to graduation, as required.
- Devise and co-deliver presentations and workshops with other Student Advisors and other colleagues throughout the university for both current and prospective students on a range of practical, financial, welfare and immigration-related issues.

- Undertake duties at all times with due regard to the university's Equal Opportunities Policy and Equality and Diversity Policy.
- Be aware of and always comply with the General Data Protection Regulation (GDPR) and Freedom of Information Act.
- Adhere to all of the university's procedures and policies.
- Any other duties assigned by the Head of Student Advice and Immigration and by the Director of Student Services to ensure the efficient and effective operation of Student Services.

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.

Person Specification

	Criteria	Essential or Desirable ¹	Demonstrated ²		
			Application	Interview	Test / Exercise
Qualifications and/or membership of prof. bodies	Graduate level qualifications or equivalent.	Essential	X	X	
	Evidence of training and continuous professional development from a recognised advice sector provider e.g. UKCISA, NASMA.	Essential	X	X	
	Postgraduate qualification related to providing advice and guidance in an educational setting	Desirable	X	X	
	Office of the Immigration Services Commissioner (OISC) professional development programmes	Desirable	X	X	
Knowledge and experience	Extensive knowledge of legislation and regulations relating to international students fee status and financial matters. Substantial experience of delivering an advisory service within the Public Sector.	Essential	X	X	
	Knowledge of UK legislation and regulations relating to funding from Student Loans Company and the NHS Learning Support Fund.	Essential	X	X	
	Knowledge of a range of student welfare issues including postgraduate funding, hardship funds offered by external trusts and charities, statutory benefits entitlements and money management.	Essential	X	X	

	Experience of line management and significant experience of supervising staff in a changing environment and frequently under pressure	Essential	x	x	
	Experience of undertaking specialist advocacy and representation work on behalf of individual clients, e.g. Student visa applications, Administrative Reviews and support with complex Student Finance applications within the higher education sector.	Essential	x	x	
	Experience of working within a higher education environment.	Essential	x	x	
	Experience of planning and prioritising a number of complex operational activities in a changing environment and frequently under pressure.	Essential	x	x	
	Understanding of the US Federal Loans system, and experience in related administrative procedures.	Desirable	x	x	
Specific skills to the job	Well-developed client interview and caseworking skills and the ability to maintain boundaries and professional ethics within a confidential setting, including keeping thorough, accurate and up to date client case notes in compliance with confidentiality policies, professional standards and GDPR.	Essential	x	x	
	Ability to disseminate to colleagues any changes in legislation and regulations. Ability to encourage and motivate colleagues and line	Essential	x	x	

	reports to excel in a fast-paced and challenging environment.				
	Proven ability to devise and present high quality training sessions to colleagues and other staff	Desirable	x	x	
	Well-developed money management skills and the ability to impart financial literacy skills to clients, both individually and in groups.	Desirable	x	x	
General skills	Excellent written and verbal communication, including the ability to devise and deliver high quality presentations and workshops.	Essential	x	x	
	Excellent IT skills, especially in using MS Office applications (e.g. Word Excel, Powerpoint) as communication and management tools	Essential	x	x	
	Ability to show attention to detail and produce work and documentation of high quality.	Essential	x	x	
	Ability to work under pressure and meet tight deadlines.	Essential	x	x	
Other	Self-motivated, with a flexible approach to work and working hours across all sites.	Essential	x	x	
	Resilience and the ability to perform consistently well under pressure in an environment where the pace of work is demanding	Essential	x	x	
	Proven ability to use initiative and work independently	Essential	x	x	

	Ability to think strategically and work collaboratively.	Essential	x	x	
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Disclosure and Barring Scheme Is a DBS Check required: DBS This post requires an enhanced DBS check D
Before making a selection, please refer to the University's [Disclosure and Barring Checks Guidance for Staff](#) and [Criminal Convictions, Disclosures and Barring Staff Policy and Procedure](#). If a DBS check is required for the role, a **Check Approval Form** will need to be completed.

¹Essential 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.

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 requirements, to determine which applicants to shortlist.

²Demonstration: Select the Recruitment Process stage at which the candidates will have to demonstrate that they meet the criteria. Criteria which have to be demonstrated at application stage should be mentioned in the Recruitment Information Pack as Pre-Selection/Killer Questions, Shortlisting Questions or Shortlisting Criteria. Other criteria should be evaluated and tested at interview stage (e.g. through interview questions) or through additional tests, exercises or presentations. Criteria can (and should) be demonstrated at multiple stages.