Student Financial Support Officer
Student and Academic Services

Closing date: 19 March 2018

Interview date: to be confirmed

Vacancy reference: 6479
INTRODUCTION

Student Services are responsible for ensuring an excellent student experience to students during their time at the University of York. We provide support and work with students from their enrolment through to Graduation. We also provide a high level of advice and guidance to colleagues across the University who rely on us to update student records and deliver systems to support the student lifecycle. As a team we are responsible for:

- front-of-house support, information and guidance
- student advice
- student records management
- Tier 4 compliance
- student enrolment
- student financial support
- academic progress
- examinations and assessment
- academic appeals
- graduation
- research student administration
- compliance and statutory returns, and
- student systems development

As Student Financial Support Officer you will be based in the Student Financial Support team gaining expertise in the team’s activities. A detailed understanding of these processes provides a valuable foundation to those seeking career progression within the sector.

You will initially be involved with supporting the administration of undergraduate bursaries, the assessment of hardship applications and the provision of information and guidance to current and prospective students. Financial support is a major activity involving working with the wider Student Support section and other University departments such as Finance and Recruitment Admissions.

You will gain a detailed understanding of the systems and processes which underpin the University’s provision of financial support to all students. This is a challenging and constantly changing area, requiring close attention to detail, flexibility in working practices and the ability to review and implement changes. You will also have the opportunity to gain experience in other areas within Student and Academic Services.

If you are a highly motivated and enthusiastic person, with a good eye for detail and a keen interest in improving the student experience, developing processes through the use of IT we would be interested in hearing from you. You must be able to work independently and as part of a team, and be willing and able to learn new systems and processes quickly. You will be someone with the ability to collaborate effectively with others and will be expected to make a contribution to the work of other teams and individuals in areas relevant to your area of expertise and responsibility.

This is an exciting opportunity for you to play a key role delivering an essential service and contributing to the ongoing enhancement of the Student Experience at the University.
Main purpose of the role

The main purpose of this role is to support the activities of Student Support. Based primarily in the Student Financial Support team, the role will support the team in ensuring the University delivers an excellent service to current and prospective students by ensuring that information and guidance on available funding, and financial support is accurately delivered in a timely manner.

You will be responsible for a variety of activities which will support the students during their studies, including assessing bursary eligibility, hardship applications, delivery of information and guidance through presentations and query handling. You will also be required to work flexibly to support for example Open Days, Post Offer Visit Days, Freshers’ Fair and Arrivals Weekend.

Key responsibilities

(Role holders will be required to undertake some or all of the duties below)

- Using appropriate systems to oversee the administration of undergraduate bursaries: checking eligibility, approving awards, maintaining accurate records, and monitoring payments
- Provide detailed advice and guidance on bursary eligibility, bursary payments and the assessment process to internal and external enquirers
- Administer the University hardship funds: conduct assessments, work closely with the wider Student Support services, present case for non-standard awards, and communicate decisions to applicants
- Provide accurate management information and statistics on bursaries and hardship funds to the Student Financial Support Manager, for use in official returns such as HESA and the OFFA Monitoring Return
- Manage and review underpinning systems to identify development needs and opportunities to enhance the student experience, with particular focus on the SITS Fund Manager module
- Assess students for emergency funding
- Present student funding information and guidance to prospective and current students and to colleagues across the University
- Deliver presentations on Student Financial Support services as and when required
- Administer the US Direct Loans
- Maintain Student Financial Support web pages
- Work collaboratively with colleagues in the wider Student Support service and across the University in the delivery of financial support, information and guidance
- Support Open and Post Offer Visit Days, some of which will be on weekends
- Take a key role in the training and induction of new staff to develop a general understanding of the work of other teams within the service facilitating a prompt and co-ordinated response to requests for service.
- To develop a general understanding of the work of other teams within the service, facilitating a prompt and co-ordinated response to requests for service.

To undertake other duties within the scope of the grade, as allocated by the line manager in consultation with the postholder
## PERSON SPECIFICATION

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<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Degree or equivalent or comparable work experience</td>
<td>Essential</td>
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## Knowledge

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<th>Essential / Desirable</th>
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<tr>
<td>Working knowledge of a complex database, such as a student records system</td>
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<td>Thorough knowledge of all Microsoft Office applications</td>
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<td>Administrative experience</td>
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<td>Understanding of the principles of Equality and Diversity</td>
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<td>Understanding of Data Protection, Freedom of Information and how these relate to personal information in a Higher Education setting</td>
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<td>SITS, SITS Fund Manager and E-vision</td>
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<td>HEBSS</td>
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<td>HE environment</td>
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## Skills, abilities and competencies

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<td>Analytical skills</td>
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<td>Ability to review procedures and processes, ensuring they are fit for purpose and maximise efficiency; make recommendations for improvements as identified and implement agreed changes</td>
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<td>Ability to prioritise work, to work methodically and accurately with attention to detail</td>
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<td>Excellent oral and written communication skills, with the ability to explain complex information or processes in a clear and understandable style</td>
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<td>Strong IT skills, with experience of manipulating databases and spreadsheets</td>
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<td>Excellent team working skills, providing proactive and timely support and advice to colleagues</td>
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<td>A high degree of attention to detail</td>
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# PERSON SPECIFICATION

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<th>Experience</th>
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<tr>
<td>Experience of working in an administrative role</td>
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<td>Experience of planning, prioritising and organising own work and proactively working with others to achieve team objectives</td>
<td>Essential</td>
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<td>Experience of working with financial information and managing budgets</td>
<td>Desirable</td>
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<td>Experience of working in a customer focused environment</td>
<td>Desirable</td>
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<td>Experience of administering hardship funds, Access to Learning Fund and or US Loans</td>
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## Personal attributes

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<tr>
<td>Demonstrable ability to work as part of a team</td>
<td>Essential</td>
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<td>Organised and proactive approach to tasks</td>
<td>Essential</td>
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<td>Practical, tactful and sensitive approach in working with people experiencing challenging circumstances</td>
<td>Essential</td>
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<td>Able to deal with confidential matters and act with discretion</td>
<td>Essential</td>
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<td>Able to respond to emergency situations in a calm and appropriate manner</td>
<td>Essential</td>
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<td>Flexible approach to work</td>
<td>Essential</td>
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<td>Highly motivated, able to work independently or as part of a team</td>
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<td>Conveys a positive attitude</td>
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THE DEPARTMENT

Student and Academic Services provide administrative and advisory services and opportunities for development to support the student experience. Working collaboratively with students, colleagues and external partners we facilitate learning, development and success.

As one of the largest professional service directorates we make a significant impact on the University’s ability to achieve its ambition of offering outstanding and valuable experience, and to support our colleagues in achieving excellence in research, teaching and the student experience. We are in a strong position to shape and influence the way the University delivers its objectives. We provide a collection of professional services which contribute to the quality of the student experience; these services are organised in five sections:

- Academic Support
- Careers and Placements
- Colleges
- Open Door and Disability
- Student Services

Student Services is engaged in a broad range of activities which underpin the student lifecycle from enrolment through to graduation. We are the first point of contact for students for everyday enquiries and specialist advice, and provide and support essential processes, systems and events that underpin the student journey, the administration of teaching and learning, and the University’s relationship with key stakeholders and external agencies. We are responsible for matters relating to:

- front-of-house support, information and guidance
- student advice
- student records management
- student enrolment
- student financial support
- academic progress
- examinations and assessment
- academic appeals
- graduation
- research student administration
- compliance and statutory returns, and
- student systems development
- front-of-house support, information and guidance
Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2018 it is the home of more than 17,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world’s leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and are ranked 16th in the Times & Sunday Times league table (2017). The University of York has won six Times Higher Education (THE) Awards and five Queen’s Anniversary Prizes.

The University is proud of its association with Athena SWAN, holding 12 awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th for the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. York enjoys a safe, friendly atmosphere with facilities including bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal since 2000. We have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning spaces, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we’ve worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing staff moving to York with as much support as possible through our Relocation Package and Welcome Officers.

The University is committed to promoting a diverse and inclusive community - a place where we can all be ourselves and succeed on merit. We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff engagement forums, campus facilities and services to support staff from different backgrounds.

For further information please visit our employee benefit pages.
THE CITY AND THE REGION

The City of York

Internationally acclaimed for its rich heritage and historic architecture, York's bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford’s Tower and the Shambles - just a few of the many attractions.

But York isn’t just a great place to visit - it's also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit www.visityork.org for more information on the city of York

Shopping, culture and entertainment

York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

Housing and schools

Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

Great location

York is one of Britain's best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King’s Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

Yorkshire

The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online

- Go to https://jobs.york.ac.uk
- Find this job using reference 6479
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 19 March 2018.

What will I need?

We will ask you for details of:

- your employment history
- relevant qualifications
- two referees

You need to be ready to show us how you meet the requirements of the job, either in a written statement and / or by answering questions.

Help and assistance

Direct any informal queries to sharmila.gohil@york.ac.uk

If you have any questions about your application, contact the HR Services team:

recruitment@york.ac.uk
+44 (0)1904 324835