



Student Finance & Travel Adviser (Apprentice)

Job Description

Faculty / Department:	Student Experience
Campus:	Cauldon Campus/Burslem Campus

Responsible to:	Admissions Manager
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Responsible for:	N/A
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Grade:	Salary: National Apprenticeship Rates Apply	Hours:	Full time, 37 hours per week, 1.0 FTE
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Role Summary:
<p>The Student Finance & Travel Adviser provides a comprehensive and first-class financial support process for all learners, removing barriers to accessing education.</p> <p>The Student Finance & Travel Adviser also provides administration for the learner support fund, which includes support with child care, books & equipment, uniforms, travel, bursary and general hardship.</p>

Main Duties and Responsibilities:
<p><u>Work Processes and results</u></p> <ul style="list-style-type: none"> • Administer the processing of applications for financial support. • Respond to enquiries regarding financial support and travel assistance. • Use the college learner record system to check attendance of learners who have been awarded financial/travel support. • Administer the data entry of applications for financial support. • Administer student bus passes ensuring appropriate support mechanisms are in place. • Administer the processing of student payments for financial support • Provide administrative support as needed. • Keep up to date on all policies and procedures regarding fees, remission, and refunds. • Provide support at key functions including enrolment, open evenings and parent evenings

- Manage communications effectively including telephone calls and follow up messages responding to any request for financial support/travel information.
- Maintain and develop office systems including electronic and paper files and data management that conform to GDPR and ESFA funding rules.

Team Work

- To work closely with colleagues in other Departments, as well as with external partner agencies.
- Work co-operatively with other college teams at peak times to ensure good customer service.

Communication / Documentation

- To communicate clearly, effectively and professionally across a wide range of audiences.
- To ensure and maintain strict confidentiality at all times.
- Manage communications effectively including telephone calls, handle requests and liaise with external clients and organisations.

Personal Development / Performance

- Demonstrate a commitment to continuing Personal/Professional Development.
- Ability to observe and define priorities and timetables in the achievement of strategic and operational objectives.
- Adhere to the College's environmental and sustainability procedures and seek to promote environmental sustainability within own area of responsibility.

Equality, Diversity & Inclusion, Health and Safety and Strategy

- A strong commitment to the principles and practice of Equality, Diversity and Inclusion.
- Take reasonable care of the Health and Safety of yourself and that of any other person who may be affected by your acts or omissions at work.
- Ensure as far as is necessary, that Statutory Requirements, Codes of Practice, Policies and Procedures, and Health and Safety arrangements are complied with.

College Values

- To demonstrate and uphold the College's values, or Trust, Resilience, Authenticity & Ambition, Innovation & Collaboration, and Nurture (TRAIN).
- To promote and embed these values in all elements of work and in interactions with colleagues, learners, visitors and others.
- To participate in making the College and inclusive environment in which to learn and work.

Safeguarding of Children and Vulnerable Adults

- To comply with the College's Safeguarding policy and practices, and work in accordance with the Keeping Children Safe in Education Statutory Guidance for Schools and Colleges. To attend relevant and associated training, as required.

General Data Protection Regulation and Data Protection Act 2018

- To understand, be aware of, and ensure full compliance with the General Data Protection Regulation, and Data Protection Act 2018, during and after employment with the College, and to comply with the College's Policy for such.

This is not intended as an exhaustive list of duties or a restrictive definition of the post but rather, should be read as a guide to the main priorities and typical areas of activity of the post-holder.

These activities are subject to amendment over time as priorities and requirements evolve and as such it may be amended at any time by the line manager following discussion with the post holder.

This Job Description and Person Specification is accurate as at November 2022. In consultation with the postholder, the College reserves the right to update, amend or vary its content, to reflect changes to, or modernisation of, the role.



PERSON SPECIFICATION

Student Finance & Travel Advisor (Apprentice)

Measured by:	
A	Application
I	Interview
T	Test
P	Presentation
R	References
Po	Portfolio

Criteria Headings	Essential	Evidenced by	Desirable	Evidenced by
Qualifications/ Education/ Training	<ul style="list-style-type: none"> Minimum of 4 GCSE's at Grade 4-9 (C or above) (or equivalent qualifications) including Maths and English 	A	<ul style="list-style-type: none"> Level 2 IAG qualification, or willingness to achieve First aid at work certificate (renewable every 3yrs) 	A A
Experience	<ul style="list-style-type: none"> Experience in a customer-focussed administrative role Experience of communicating effectively with a wide variety of people at different levels 	A, I A, I	<ul style="list-style-type: none"> Significant knowledge and experience in using a learner records system e.g. Pro-solution Experience in in dealing with highly sensitive and confidential matters Experience of working in an education environment 	A A, I
Skills/ Aptitudes/ Competences/	<ul style="list-style-type: none"> Ability to problem solve effectively, and to work on own initiative Strong team player, with an organised, positive attitude to work Excellent time management, organisation and prioritisation skills 	A, I A, I A, I	<ul style="list-style-type: none"> Highly developed interpersonal skills and emotional intelligence Proven ability to work well in a fast-paced environment, meeting multiple deadlines within set timescales 	I A, I

	<ul style="list-style-type: none"> • Highly developed written, verbal and non-verbal communication skills • Ability to provide an effective, proactive, customer focussed service to customers and other key stakeholders • Excellent accuracy and attention to detail • Well-developed IT Skills, including the use of Microsoft Office, Word, Excel 	<p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I, T</p>		
Other	<ul style="list-style-type: none"> • Demonstrate commitment to and an understanding of diversity and equality • A commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults • Ability to travel between, and work from, Burslem and Caudon campuses as required 	<p>I</p> <p>I</p> <p>A</p>		