



## Student Finance & Travel Adviser (Maternity Cover)

### Job Description

<b>Faculty / Department:</b>	Student Experience / Admissions	
<b>Campus:</b>	Cauldon Campus	
<b>Responsible to:</b>	Admissions Manager	
<b>Responsible for:</b>	N/A	
<b>Grade:</b>	Salary: £25,028 per annum (Grade 2A SCP 7)	<b>Hours:</b> Full time 37 hours per week Maternity Cover (Temporary)

#### Role Summary:

The Student Finance & Travel Adviser plays an important role in supporting learners by delivering a responsive, high-quality financial support service. The postholder helps learners overcome financial challenges that may impact their ability to access and succeed in education. The role includes administering the Learner Support Fund and providing guidance on available support, including childcare, books and equipment, uniforms, travel, bursaries, and additional financial assistance. The adviser provides clear, supportive, and practical advice, ensuring learners feel confident in accessing the help available to them throughout their studies.

#### Main Duties and Responsibilities:

##### Work Processes and results

- 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 DfE funding rules

### **Team Work**

- To work closely with colleagues in other Departments, as well as with external partner agencies.

### **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.
- Engage proactively in the performance review process, contributing to the setting of the role specific objectives, supporting developmental planning and participating in regular review discussions to foster continuous improvement and alignment with college priorities.
- 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.
- Demonstrate a commitment to embed the FREDIE principles of Fairness, Respect, Equity, Diversity, Inclusion, and Engagement, contributing to building a truly inclusive culture where everyone feels valued, respected, and able to participate.
- 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 - Inclusive, Collaborative, Courageous, Ambitious, Nurturing (ICcAN).
- To promote and embed these values in all elements of work and in interactions with colleagues, learners, visitors and others.
- To participate actively in making the College a welcoming and inclusive environment in which to learn and work, contributing to a college culture which is consistent with our values.

### **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.
- Maintain vigilance regarding safeguarding concerns and report them in full compliance with the College's safeguarding procedures.
- Model appropriate professional boundaries and positive behaviour.
- Participate in mandatory Safeguarding, Prevent, and Health and Safety training and

maintain up-to-date compliance through refresher sessions.

- Read and understand Part 1 of KCSIE (or Annex A where applicable) and refresh understanding annually when the guidance is updated each September.
- Contribute to maintaining a safe and welcoming environment for all Learners.

**General Data Protection Regulation and Data Protection Act 2018**

- To understand, be aware of, and ensure full compliance with the UK 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 postholder.*

*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 postholder.*

*This Job Description and Person Specification is accurate as at February 2026. 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.*



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

## PERSON SPECIFICATION

### Student Finance & Travel Adviser (Maternity Cover)

Criteria Headings	Essential	Evidenced by	Desirable	Evidenced by
<b>Qualifications/ Education/ Training</b>	<ul style="list-style-type: none"> <li>Minimum of 2 GCSE's (A* - C, 9 – 4) or equivalent, including Maths and English.</li> </ul>	A, Cert	<ul style="list-style-type: none"> <li>Level 2 qualification in Information, Advice &amp; Guidance (IAG).</li> <li>Qualified to A Level standard, or equivalent.</li> </ul>	A, Cert
<b>Experience</b>	<ul style="list-style-type: none"> <li>Previous experience in a customer-facing administrative role.</li> <li>Experience of communicating effectively with a wide variety of people at different levels.</li> </ul>	A, I  I	<ul style="list-style-type: none"> <li>Experience using a learner records system e.g., Pro-solution.</li> <li>Experience of working in an education environment.</li> <li>Experience in in dealing with sensitive and confidential matters.</li> </ul>	A, I  A, I  A, I
<b>Special Knowledge/ Skills/ Abilities</b>	<ul style="list-style-type: none"> <li>Well organised and solution-focused, able to manage workload effectively, prioritise tasks, and work accurately in a busy environment.</li> <li>Strong communication and people skills, with the ability to provide a</li> </ul>	A, I, T  A, I	<ul style="list-style-type: none"> <li>Highly developed interpersonal skills and emotional intelligence.</li> </ul>	I

	<p>friendly, responsive, and learner-focused service while building positive relationships with others.</p> <ul style="list-style-type: none"> <li>• Confident IT skills, including the effective use of Microsoft Word and Excel, supported by a positive and professional approach to work.</li> </ul>	A, I		
<b>Disposition/ Attitude</b>	<ul style="list-style-type: none"> <li>• Demonstrable understanding of the College's values, and ability to demonstrate practical implementation throughout work duties and through being able to work flexibly as part of a team</li> <li>• Demonstrable positive approach to Equality, Diversity &amp; Inclusion</li> <li>• Resilience and adaptable in response to challenges and change.</li> </ul>	I  A, I  A, I		
<b>Suitability to work with Children, Young People and Vulnerable Adults</b>	<ul style="list-style-type: none"> <li>• A commitment to Safeguarding and promoting the welfare of children, young people and vulnerable adults.</li> <li>• Understand the importance of maintaining confidentiality and appropriate professional boundaries with children, young people and vulnerable adults.</li> <li>• Awareness of Safeguarding policies and procedures in an educational setting.</li> <li>• Ability to recognise and report safeguarding concerns in line with College procedures.</li> </ul>	I, DBS  I, R, DBS  I, R  I	<ul style="list-style-type: none"> <li>• Training in Safeguarding, child protection or Prevent beyond mandatory induction.</li> <li>• Familiarity with safeguarding legislation relevant to the education sector.</li> <li>• Awareness of Prevent duty.</li> </ul>	A, I, R  I  I



## **TERMS & CONDITIONS FOR EDUCATION BUSINESS SERVICES (STOKE) LTD.**

### **Conditions of Appointment**

All offers of employment are subject to a Probationary period of up to six months, during which time performance will be assessed. In addition, all appointments are subject to:

- *A satisfactory Enhanced Disclosure by the Disclosure and Barring Service (DBS).*
- *A satisfactory Children's Barred List check;*
- *A satisfactory overseas criminal record check (if applicable);*
- *Verification that candidate is legally eligible and permitted to work in the United Kingdom;*
- *Verification of all relevant and required essential qualifications for the relevant post, by original certificate;*
- *Receipt of two references considered suitable by the College;*
- *Successful completion of all elements of the Company and College Induction during the Probationary period, including training modules in Safeguarding, WRAP, Equality, Diversity and Inclusion, GDPR and Health and Safety.*

### **Pension Arrangements**

Eligible employees will be automatically enrolled into the stakeholder pension scheme provided by Scottish Widows.

### **Working Hours**

The standard full-time working week for all staff is 37 hours.

### **Maternity, Paternity & Adoption**

The College has a suite of Family Friendly policies, including Maternity, Paternity and Adoption schemes, some of which provide enhanced benefits, whilst others provide statutory benefits.

### **Sick Pay**

The Company has a scheme of enhanced sickness benefits.

### **Training and Development**

Education Business Services (Stoke) Ltd is committed to the professional and personal development of all our employees. Individual Training and Development plans are formulated via the Staff Check-in process.

### **Holidays**

Education Business Services (Stoke) Ltd staff are entitled to 32 days' annual leave, plus 8 bank holidays. There are a number of directed leave days each academic year and these are set out in the College Calendar. Typically, these directed leave days will be during Christmas, Easter and in the summer period where the College will close its sites in the interests of efficiency.

### **Staff Parking**

Free and ample parking space is available on both sites, subject to availability at peak times.

### **Salary Payments**

Salary is paid by direct credit transfer to your bank or building society account in 12 equal instalments. Payment is made on the 27th day of each month or, if this lands on a weekend or bank holiday day, payment is made on the previous working day.

### **Notice Periods**

The amount of notice you are required to give and entitled to receive is 1 month. Fixed term employees are required to give and are entitled to notice as per their contract of employment.

### **Location of Work**

Your principal place of work will be at the site given in your Job Description, Contract of Employment and Conditional Offer Letter. However, you may be required to work on either campus temporarily or on an indefinite basis.

### **Equality of Opportunity**

Education Business Services (Stoke) Ltd is committed to the principle of equal opportunity. We will ensure that no employee, applicant for employment or student receives less favourable treatment on any grounds, which cannot be seen to be justified in relation to employment, education and training.