

Job Description

Directorate/Division:

Date: September 2017

Title of Job:

Student Finance & Welfare Adviser

Responsible to:

Deputy Head of Student Services

Key Purpose:

To provide an outstanding financial and welfare advice service to students and prospective students at the College.

As a member of the Learner Services team the post holder will be expected to work in a flexible, proactive manner and carry out such duties as are necessary to ensure the effective delivery of a high quality Student Finance and Welfare Service.

Conditions of Service:

As set out in the CNWL Support Staff contract

Grade:

5

Hours/working pattern:

36 hours per week, 52 weeks per year

MAIN DUTIES AND RESPONSIBILITIES

1. To work closely with the Deputy Head of Student Services in developing and maintaining IT based systems to ensure the fast and effective allocation of the funds and loans to students, working to and meeting deadlines.
2. To maintain accurate records of expenditure to conform to the guidance and requirements of the Education Funding Agency (EFA), Skills Funding Agency (SFA) and HEFCE.
3. To respond, in a positive and friendly manner, to enquiries from students, staff and external stakeholders relating to both financial and welfare issues, assisting where necessary with the completion of forms.
4. To assist with the preparation and distribution of information, publicity and associated forms relating to student finance and welfare services.
5. To monitor and evaluate the distribution of hardship funds; to assist with the preparation of monthly financial reports for the Deputy Head of Student Services and assist with the preparation of an annual review.
6. To establish and manage Pay My Student portal and spreadsheets efficiently so that storage and retrieval of information is easily accessible.

7. To assist with the provision of a welfare advice service by providing initial advice and guidance to students on a range of welfare issues including health, accommodation and finance.
8. To keep up to date with all legislation and guidance relating to finance and welfare issues.
9. To monitor, evaluate and report on the activities of the post and to maintain adequate records for this purpose.
10. To deliver pastoral tutorials during Progress Review Week and to provide cover for other areas within the section within Learner Services
11. To contribute to the operational plan, self-assessment and quality reviews of the team and division through meetings, activities and annual presentations.
12. Be proactive and contribute to continuous quality improvement relating to the Matrix Quality Standard and participate in all training, personal development or updating identified within the service or at personal reviews.
13. Contribute to the evaluation and improvement of the service by collecting and collating information about the quality and efficiency of the service.

Additional essential responsibilities:

1. To undertake any training relevant to the efficient delivery of any of the above duties and to take responsibility for the post holders own professional development.
2. To undertake any such other, broadly analogous task as the Principal or their delegate may from time to time determine, or the demands of the College may require.
3. To carry out the above duties at all times with the College's Equal Opportunities, Health and Safety, No Smoking and Quality Management Policies.
4. To carry out his/her duties and responsibilities at all times with due regard to the College's Safeguarding, Equal Opportunities, Health & Safety, No Smoking and Quality Management Policies.

Special Conditions

1. The nature of this post means that the post holder may need to travel from time to time to all the College centres and to other external venues
2. The post holder will be contracted to work for a defined number of hours per week but it is a requirement of this post that the holder will flex these hours to reasonably meet external needs which may include working evenings and weekends.
3. Occasional additional hours may be required dependant upon the demands of the service during the busy enrolment period in August, September. Time off in lieu will be given.

4. The information given for data entry is of a personal nature, it is essential that complete confidence be maintained.
5. This post falls within the scope of the regulations requiring a Disclosure & Barring Service (DBS) check.

This job description is current at the date of issue. As and when the work of the College develops or changes so the areas of responsibility may be subject to change, and the job description will be reviewed. Such changes will, in the first instance, be made in consultation with the post holder.

Person Specification & Short Listing Criteria

Minimum requirements of the post, with an indication of how these are to be assessed.

Personal Skills and Characteristics	Essential	Desirable	How Tested?
1. Education/Qualifications			
<ul style="list-style-type: none"> A general education to GCSE/A level or equivalent 	✓		AF/ Cert
<ul style="list-style-type: none"> IAG or Welfare related qualification 		✓	AF/ Cert
2. Experience			
<ul style="list-style-type: none"> Substantial experience of providing information and advice services in a similar environment 	✓		AF/IV
<ul style="list-style-type: none"> Working with computerised systems including data entry 	✓		AF/IV
<ul style="list-style-type: none"> Up to date knowledge of the UK welfare benefits system, housing and immigration. 		✓	AF/IV
<ul style="list-style-type: none"> Knowledge of Further Education grants and loans 	✓		AF
<ul style="list-style-type: none"> Knowledge of Higher Education grants and loans 	✓		AF
<ul style="list-style-type: none"> Considerable experience of office routine and administrative procedures 	✓		AF/IV
3. Skills			
<ul style="list-style-type: none"> Excellent level of IT skills including use of Word, Excel, Power point, Access, Internet 	✓		AF, Test/ IV
<ul style="list-style-type: none"> Excellent interpersonal skills, the ability to work well independently and as part of a team 	✓		AF/ IV
<ul style="list-style-type: none"> Excellent Numeracy and literacy skills 	✓		AF/Test
<ul style="list-style-type: none"> Strong organisational and administrative skills 	✓		AF/ IV

Personal Skills and Characteristics	Essential	Desirable	How Tested?
<ul style="list-style-type: none"> ▪ Excellent customer care skills and problem solving skills 	✓		AF/IV
<ul style="list-style-type: none"> ▪ Capable of meeting deadlines and balancing competing priorities 	✓		AF/IV
4. Qualities/Attitude/Occupational Requirements			
<ul style="list-style-type: none"> ▪ Sensitive approach to the needs of students 	✓		AF/IV
<ul style="list-style-type: none"> ▪ Ability to work in a flexible proactive manner 	✓		AF/IV
<ul style="list-style-type: none"> ▪ Able to work independently and as part of a multi-skilled team 	✓		AF/IV
<ul style="list-style-type: none"> ▪ Able to work calmly and methodically under pressure 	✓		AF/IV
<ul style="list-style-type: none"> ▪ Commitment to own training and professional development needs 	✓		AF/IV
<ul style="list-style-type: none"> ▪ Able to understand, support and implement the College's Equal Opportunities, Health & Safety and Quality Management policies 	✓		AF/IV
<ul style="list-style-type: none"> ▪ Willingness to propose and implement ideas for continuous quality improvement 	✓		AF/IV
<ul style="list-style-type: none"> ▪ To have an understanding of and commitment to Equal Opportunities in practice 	✓		IV
<ul style="list-style-type: none"> ▪ In addition to candidates ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children including: <ul style="list-style-type: none"> • Motivation to work with children and young people; • Ability to form and maintain appropriate relationships and personal boundaries with children and young people; • Emotional resilience in working with challenging behaviour; • Attitudes to the use of authority and maintaining discipline; 	✓		IV

- Evidence of criteria will be established from:
- **AF** Application Form
- **Cert** Certificate
- **IV** Interview
- **Test** Skills Test
- Prepared **Q**uestions
- Presentation