



Title: Bursary Officer (Student Financial Support)

Department: Finance

Reporting to: Finance Manager

Grade: 3 (c£17,000 pro rata)

Hours: 1300hrs annualised hours

Purpose of Post

- Be the College focal point for Student Financial Support
- Deliver outstanding customer service in the provision of advice, guidance and assistance regarding financial support available to college students
- Promote retention and attendance at college by timely assessment of applications for financial assistance within agreed guidelines and policy, administration and distribution of awards, providing reports on all aspects of student financial assistance

Main Duties

- Understand financial support options available to students and be able to provide advice to staff on entitlements and promote financial assistance options to all students in scope
- Support students making applications for financial and childcare support at all college sites
- Assess applications and award support within agreed funding policy and guidance
- Record, monitor and report details of student enquiries, applications and outcomes for financial assistance
- Update financial support information using relevant computer based systems
- Provide one-to-one group activities and cross college events for the delivery of learner finance information and advice
- Participate in College promotional events with occasional evening/weekend work
- Identify any safeguarding issues and make appropriate internal referrals as required
- Communicate effectively in a timely manner with potential learners and teachers regarding financial assistance application status
- Undertake continuous professional development

- Adopt an outward-looking approach to the development of innovative practice which will enable us to deliver consistently outstanding service
- Carry out duties with due regard to Health and Safety Regulations
- Ensure compliance with the Financial Regulations of the College
- To positively promote equality of opportunity for staff and students
- To work flexibly to meet the needs of the service
- Any other duties as may be reasonably required by the College
- Control student bursary stock management and bus travel

This job description is intended to provide a general guide to the duties and responsibilities of the post and aims to set this in the context of the framework within, which the post holder is expected to operate.

This job description should not be viewed as a legal document nor a set of conditions of service and it can be reviewed at any time in light of the needs of the college.

Any amendments to the job description will be discussed with the line manager and post holder and subsequently confirmed in writing.

This job description is current as at February 2017, but will be updated in consultation with the post holder should circumstances change.



**Person Specification
Bursary Officer**

		Essential/ Desirable	Assessed
Qualifications	• Educated to at least a full level 2 and Experience of education at level 3 or above	E	A
	• Hold an appropriate Level 3 qualification eg. Finance or Business Administration	D	A
Knowledge	• Understanding of factors that influence student choice and strategies for affecting these	E	A/I
	• Knowledge of student finance mechanisms	D	A/I
	• Understanding of how financial barriers affect student choice and participation	E	A/I
Skills	• Ability to explore a range of options with students to help them resolve their issues	E	A/I
	• Ability to understand and empathise with learners	E	A/I
	• Excellent communication skills	E	A/I
	• Ability to take ownership of issues and problems and work to find an appropriate solution	E	A/I
	• Ability to work in an environment of change, contributing and adapting to new ways of working	E	A/I
	• Ability to deal with challenging customers and support them into a positive resolution	E	A/I
	• Creative problem solving ability	E	A/I
	• Ability to carry out numerical reasoning and analysis	E	A/I
	• Excellent IT and administrative skills	E	A/I
Personal Attributes	• Ability to work flexible hours to meet the needs of the business	E	A/I
	• Passionate about educational achievement	E	A/I
	• Demonstrates a 'can do' attitude and a commitment to outstanding service	E	A/I
	• Organised and thorough in approach to work tasks	E	A/I