

## LINCOLN COLLEGE CORPORATE SUPPORT SOLUTIONS LTD

### JOB DESCRIPTION

<b>Post Title:</b>	Financial Support Team Administrator	<b>Grade:</b>	CSS Scale 3
<b>Post Number:</b>	CS0402P	<b>Date:</b>	March 2020
<b>Line Manager:</b>	Customer Services and Pastoral Manager	<b>Directorate:</b>	Curriculum & Quality
<b>Daily Supervision:</b>	Welfare Team Leader	<b>Unit:</b>	Student Services

#### Job Purpose:

The postholder is a member of the Student Services team. Their primary function is to provide the necessary promotion, administration, control and monitoring of the College financial support funds in order to aid student recruitment, retention and achievement.

#### Principal Duties and Responsibilities:

1. To work under the direction of the Welfare Team Leader to provide a timely, impartial and effective student financial support service to clients pre-entry and on-entry to Lincoln College programmes as a means of encouraging student recruitment, retention and achievement.
2. To maintain an effective working relationship with Lincoln College Finance Department, other Lincoln College Departments and external agencies to ensure the continued development of effective payments systems and to ensure that the College's system for providing student financial support meet the requirements of external and internal Auditors.
3. To set up and maintain appropriate IT and paper-based systems relative to the administration, budgeting, distribution, control and monitoring requirements of the College financial support funds.
4. To meet with clients and students to provide appropriate and well informed information and advice on financial issues preventing them from accessing or continuing on College programmes or affecting their ability to study and to offer possible solutions to remove particular difficulties.
5. To liaise with family members and external bodies, such as The Education and Skills Funding Agency, Citizens Advice Bureau, Student Bursary Support Service, Student Loans Company (for Advanced Learner Loans), Local Authorities, Charitable Trusts and other agencies as appropriate to the needs of the client.
6. To liaise with key staff within the College who have identified students at risk of withdrawing early and provide bespoke financial solutions to prevent this.

7. To obtain and maintain the skills and knowledge required to promote and administer the College's Learner Support Funds, the 16-18 Extended Bursary scheme, the College's Free College Meals scheme, the College's Fee remission scheme for students aged 19+ and the 16-19 Care To Learn scheme and any other sources of financial assistance that may become available.
8. To monitor the attendance record of students in receipt of childcare funding and provide pro-active solutions to ensure the retention and achievement of those at risk of withdrawing.
9. To support the Welfare Team's Financial Support Officer promote and administer the Advanced Learner Loan scheme.
10. To maintain a sound working knowledge of and adhere to the policies, procedures, regulations and statutory requirements of the College and the Education and Skills Funding Agency and their successors.
11. To maintain data, statistics, records and reports as required within the scope of the post to compile mid-year and end of year reports for the College and the Education and Skills Funding Agency and their successors.
12. To liaise with other members of College staff as required in the performance of the role.
13. To uphold client confidentiality and data protection requirements.
14. To participate fully in the building of an effective team in the Unit and attend staff and other meetings including College recruitment events and open days which will involve occasional evening and weekend work.
15. To familiarise themselves with relevant College policies and procedures.
16. To accept responsibility for the implementation of the College's Equal Opportunities policy throughout all personal contacts in the College and within this area of responsibility.
17. To maintain professional standards and expertise by undertaking relevant professional development.
18. To maintain quality standards appropriate to the post.
19. To conform with the Health and Safety requirements relevant to the post.
20. To be responsible for the safeguarding and promoting the welfare of children and vulnerable adults wherever applicable within the role of Welfare Administrator.

**NB: This is not a complete statement of all duties and responsibilities of this post. The postholder may be required to carry out other lawful and reasonable duties as directed by a supervising manager. The responsibility level of any duties should not exceed those outlined above.**

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## PERSON SPECIFICATION FORM

**Post Title:** Financial Support Team Administrator      **Grade:** CSS Scale 3  
**Post Number:** CS0402P      **Date:** March 2020  
**Directorate:** Curriculum & Quality      **Unit:** Student Services

No.	Requirement	Proposed Selection Method *
<b>Knowledge</b>		
1	5 GCSEs at grade C or above or equivalent, including Maths & English	A
2	NVQ Level 3/4 Administration or equivalent	A
<b>Skills/Abilities – Interpersonal</b>		
3	Proven ability to work in a non-discriminatory manner	A
4	Proven ability to work as a member of a team	A/I
5	Excellent interpersonal skills	A/I
6	The ability to identify and respond to individual customer needs	A/I
7	Excellent telephone manner	A/I
8	Excellent verbal and written communication skills	A/I
<b>Experience</b>		
9	Significant recent experience of using a range of software including Spreadsheets, Word and Databases	A/I/T
10	Significant recent experience of working in a financial and / or student environment	A/I
11	Significant recent experience of handling complex customer queries from a diverse range of individuals from different socio-economic backgrounds	A/I
<b>Work Related Circumstances</b>		
12	The ability and willingness to undertake relevant staff development	A
13	The ability and willingness to work flexibly and support other College staff as and when necessary	I
<b>Skills/Abilities – Other</b>		
14	The ability to be adaptable and flexible and undertake multiple tasks to prioritise work around meeting deadlines	A/I/T
15	Understanding of recent legislation regarding safeguarding children and young people	I

**Prepared By:** Sam Yates      **Date:** March 2020  
**Designation:** Customer Services & Pastoral Manager

**A = Application Form**

**I = Interview**

**T = Test**