

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 Student 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.

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.

**LINCOLN COLLEGE
CORPORATE SUPPORT SOLUTIONS LTD.**

PERSON SPECIFICATION FORM

Post Title: Welfare Administrator	Grade: CSS Scale 3
Post No: CS0503P	Date: November 2019
Directorate: Curriculum and Quality	Unit: HR and Student Support Services

No	Requirement	Proposed Selection Method*
Knowledge		
1	5 GCSEs at grade C (Grade 4) or above or equivalent, including Maths & English	A
2	NVQ Level 3/4 Administration or equivalent	A
Skills/Abilities – Interpersonal		
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
Experience		
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
Work Related Circumstances		
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
Skills/Abilities – Other		
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
Designation: Customer Services & Pastoral Manager

Date: January 2018

**A = Application Form I=Interview T=Test*