

RECRUITMENT PACK

This document includes the following information:

- Job Description
- Person Specification
- Additional information

Making an application:

When completing the on-line application form you will be asked to answer questions to help you demonstrate how you meet the requirements of the post. Your answers will be used at the shortlisting and interview stages of the recruitment process. We therefore recommend that you take a copy of this recruitment pack to help with your preparation.

NOTE: You don't have to answer the questions in one attempt, but can save your incomplete application and return to it at another time. You may want to draft your answers using Microsoft Word and then copy your text into the application form. Please be aware that formatting (e.g. underline, bold, bulleting) will be lost in this process. If you are using an Apple product you will need to use an alternative web browser to Safari such as Google Chrome.

- Links to Guidance Notes and Frequently Asked Questions can be found on the Search Results page. These pages will open in a new window.
- **We recommend that you take a copy of this recruitment pack to help with your preparation.**

A commitment to sustaining an inclusive and diverse community is one of the University's Core Values and we are keen to address any imbalances in our workforce.

The University of Essex is proud to be part of the Disability Confident scheme and is committed to supporting diversity and equality, representative of our inclusive community. As part of our commitment to this scheme any candidate who has a disability and meets all the essential criteria for the role will be offered an interview. We also work in partnership with national disability organisation DisabledGo who provide detailed online access guides to many of our campus buildings and facilities which you may find useful.

Please note: We are only accepting on-line applications for this post. However, if you have a disability that makes it difficult for you to provide us with information in this way, please contact the Resourcing Team (01206 876559) for help.

Closing Date: 03 March 2019

Interviews are planned for: 19 March 2019



JOB DESCRIPTION – Job ref (REQ02358)

Job Title and Grade:	Funding Officer (Student Loans) Grade 5
Contract:	Full time, Permanent
Hours:	36 hours per week
Salary:	£22,017-£25,483 per annum
Department/Section:	Academic Section, Student Life
Responsible to:	Director of Student Life
Reports on a day to day basis to:	Funding Manager
Purpose of job:	To provide administrative support to enable the University to fulfil the requirements of the Student Loan Company's reporting processes and to ensure the prompt receipt of tuition fee income from the Student Loan Company.

Duties of the Post:

Purpose of the post

This post is based in the Academic Section and will work with both Registry and Systems Administration teams to ensure that the University receives full and prompt payment of tuition fees from the Student Loan Company, in respect of UK undergraduate students using government-backed loans to fund their fees.

The post arises in response to the new arrangements for tuition fees of UK undergraduates, which requires the University to collect a growing proportion of its University's income from tuition fee loans paid through the Student Loan Company. To claim its tuition fee income the University has to undertake a series of data reporting and checking processes.

The processes need to be carried out promptly, efficiently and accurately in order to expedite payments and to ensure that the payments made accord with students' loan liabilities. The role also involves liaison with staff across the University in other professional services. Student contact is by email and telephone and occasionally face-to-face. This post will involve daily use of the University's own student record database and electronic student files software. This post holder will also be in contact with the Student Loan Company and be a user of their web-based portal.

The post holder will build up expertise in this area in order to provide support for the reporting procedures; to investigate and resolve individual cases; to advise students and staff and to liaise with other offices and SLC as required.

Duties of the Post:

The main duties of the post include:

1. Understanding the requirements of the Student Loan Company's reporting processes and maintaining knowledge of Student Loan Company developments by checking published information.
2. Working as part of a team to undertake Student Loan Company registration and attendance reporting processes and to ensure the efficient release of tuition fee income
3. Working as part of a team to investigate and resolve issues with the data returns, liaising with other offices within the University, students and with the Student Loan Company as required.

4. Notification of routine and ad-hoc changes to student and course details via the Student Loan Company's web portal to ensure the return of accurate data and the prompt payment of tuition fee income.
5. Undertaking the investigation and resolution of outstanding issues from earlier academic years to ensure the release of tuition fee owed.
6. Maintaining accurate records of actions taken by the University in relation to Student Loan Company registration and attendance reporting and amendment processes
7. Providing advice and information to students with SLC-related queries and liaising with colleagues in other Student Services Hub teams as appropriate. This could include initial interviews with students with complex queries who arrive at the Student Services Hub or responding to queries referred by the Student Information Team via the customer relationship management system.
8. Providing advice and support to partner institutions to ensure Student Loan Company requirements are met.
9. Maintaining documentation of Academic Section procedures relating to Student Loan Company reporting.
10. Assisting with the training of University staff in Student Loan Company reporting procedures.
11. Ensuring that members of the Student Information Team have the appropriate skills and training to answer initial SLC related enquiries.
12. Assisting with updating relevant University web pages and written information about Student Loan Company tuition fee loans.
13. Supporting the Funding Manager with the planning and development of a more integrated Student Funding service
14. Attending Student Services Hub staff meetings and events, and contributing to team projects, including identifying ways to improve services to students.
15. Attending University Open Days to provide advice and assistance to prospective students on Funding issues
16. Support the administration of a range of student hardship funds. Work includes processing applications, advising and informing students throughout the process.
17. Support the Funding Officer (Bursaries and Scholarships) with the administration of U.S. Loans including the annual audit and reporting.
18. Any other duties as may be assigned from time to time by the Academic Registrar or his nominee. The main duties of the post will include:

These duties are a guide to the work that the post holder will initially be required to undertake. They may be changed from time to time to meet changing circumstances.

For Academic posts only: It should be noted that there is a contractual requirement for some members of academic staff to undertake research duties. If this requirement applies to a post it will be clearly stated in the job description, which forms part of the contract of employment.

Terms of Appointment:

For a full description of the terms of appointment for this post please visit:

<https://www.essex.ac.uk/staff/employment-policies-procedures/my-contract>

**PERSON SPECIFICATION**

JOB TITLE: Funding Officer (Student Loans)	REQ02358
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Qualifications /Training

	Essential	Desirable
▪ At least five GCSE passes (minimum Grade C) including English language at Grade B, or equivalent.	x	
▪ Three A-levels, or equivalent.	x	

Experience/Knowledge

	Essential	Desirable
▪ Significant and recent administrative experience in a setting relevant to the duties of this post.	x	
▪ Experience of working in a customer service environment.	x	
▪ Experience of working within a HE institution.	x	
▪ Knowledge of Student Loan Company business processes.		x
▪ Experience of using bespoke database systems, or evidence of the ability to learn.	x	

Skills/Abilities

	Essential	Desirable
▪ Good communications skills with the ability to express yourself clearly on the telephone, face-to-face and to write business communications	x	
▪ Ability to work well as part of a team and to make a positive contribution to the smooth-running of the office.	x	
▪ The ability to work accurately and with attention to detail.	x	
▪ The ability to assimilate and retain information about policies and procedures, to keep knowledge up-to-date and apply it to good effect.	x	
▪ A good level of IT literacy, proficient in Microsoft Office applications.	x	
▪ The ability to act with discretion and to maintain confidentiality.	x	
▪ Well organised with the ability to establish personal priorities and to remain calm under pressure.	x	
▪ Excellent interpersonal skills including the ability to establish effective working relationships with a wide range of people.	x	

Other

	Essential	Desirable
▪ Reliability and good time keeping.	x	
▪ A flexible approach to work to assist as and when required (e.g. to cover holiday, sickness absence).	x	
▪ The ability to meet the requirements of UK 'right to work' legislation	x	

* The University has a responsibility under the Asylum, Immigration and Nationality Act 2006 to ensure that all employees are eligible to work in the UK. Prior to commencing employment, the successful candidate will be asked to provide documentary evidence to this effect. Please note that the University will not be able to issue a Tier 2 Certificate of Sponsorship for this post. For further information about UK immigration requirements please follow this link <https://www.gov.uk/government/organisations/uk-visas-and-immigration>



ADDITIONAL INFORMATION

Academic Section

You can find more information about the department at the following
<https://www.essex.ac.uk/information/professional-services/academic-section>

Academic Section

The Academic Section is part of the University's Professional Services and is headed by the Academic Registrar. The Section is responsible for managing all aspects of student and academic administration in partnership with Departments Schools and Faculties. It plays a central role in delivering the University's commitment to excellence in education across the institution through the development and implementation of the University's Education Strategy, including the annual Education Action Plans, leading the delivery of University-wide projects and the development, review and implementation of effective policy in support of the University's academic mission. The Section is also the guardian of the student experience and leads, promotes and embeds the institutional commitment to putting students at the heart of everything we do.

Working in partnership with the Academic Registrar's Office, the main directorates of the Academic Section are: Academic Services and Student Life.

The Academic Services directorate is responsible for delivering effective, responsive and customer-focused academic services across the University, specifically relating to student records and progression, students systems and data, student assessment and graduation, quality and academic development, incoming and outgoing study abroad, higher and degree apprenticeships, academic partnerships and the postgraduate research framework. It also leads the operation of the institutional academic governance structures, including the operation of the Senate and its sub-committees.

The Student Life directorate draws together key elements of the student experience, particularly those relating to the educational aspects of student life and student success. This includes Student Support (including wellbeing, accessibility services, residence life, student finance, chaplaincy, the Student Services Hub), Employability and Careers and Student Engagement.

This post will work within the Student Services Hub, specifically in the Funding Team.

General information

This post is 36 hours per week, the majority of which will be delivered when we are open 9am – 5pm.

Informal enquiries may be made to Emma Swingwood, Funding Manager (telephone: 01206 872850 e-mail: Emma.Swingwood@essex.ac.uk). However, all applications must be made online.

People Supporting Strategy

Please find a link to the People Supporting Strategy below:

<https://www.essex.ac.uk/-/media/documents/directories/human-resources/people-supporting-strategy.pdf>

Pay and benefits

We advertise our salaries on a range to indicate the trajectory of progression that can be made. Appointments are usually made at the start of the salary range. The university salary structure includes automatic pay progression within the published grades, subject to service and performance. In addition to this, there are performance related annual pay review schemes in place.



As an employer we offer a range of benefits and a commitment to career development and equal opportunities in an environment that both reflects and creates a rich interaction of people, disciplines and ideas.

- Pension scheme
- Generous holiday entitlement
- Competitive salaries
- Training and development Family Friendly policies
- On campus childcare facilities, for more information visit www.wivenhoeParkDayNursery.co.uk
- Relocation package for qualifying staff
- Interest free season ticket loan
- Range of optional salary exchange tax benefits (pension and bicycle schemes)

This document is produced by:

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