



Job Description

Job Title	Student Funding Officer
Department	Money Management Service – Finance Department
Reporting to:	Lead Student Funding Officer (Money Management Service)
Main Purpose of the Role	
Effectively responding to students' financial support requirements. Ensuring students are informed of all internal and external support available and assisting with the application of support. Linking with a wide variety of College staff to identify students in need of financial support. Supporting the wider Finance Team in the debt collection processes to maximise the recovery of all invoiced income in a timely and efficient manner in accordance with the College Financial Regulations.	
Key Tasks / Responsibilities:	
<p>All tasks to be carried out in a total quality manner, consistent with the Corporation's culture. They apply to SGS College and any subsidiaries of SGS College</p> <p>Financial Support Guidance</p> <ul style="list-style-type: none"> • To be a first point of contact for learners, prospective students, parents, and members of staff, providing information and guidance on the student financial support schemes and childcare funding available, including: welfare benefits, waivers and entitlements and bursaries etc. • Ensure high levels of customer service and communication with learners so they understand what financial support they are entitled to receive. • Follow all internal and external related guidance, maintaining an understanding of the various financial support schemes, including: 16-19 Bursary, Vulnerable Young Persons Bursary, Care2Learn, Free College Meals, Welsh Grant/EMA, ELCAS, 19+ Hardship, 19+ Advanced Learner Loan and Loan Bursary. • Keep up to date with changes in the welfare benefits system and all other relevant information pertaining to student financial support. (E.g. Universal Credit and Personal Independence Payments). • Collect and accurately record data onto the relevant system to facilitate emergency support payments. • To check and respond to day-to-day requests from the MMS email addresses and live chat stream. • Organise and deliver student presentations regarding financial information, support and guidance to learners, parents, college staff and external agencies as required. 	

Financial Support Processing

- Deal with the daily assistance required with Free College Meals cashless transactions and all elements of financial support transactions, data input and assistance.
- To ensure efficient and effective allocation of all student financial support funds available to learners including: 16-19 Bursaries, Free College Meals, VYP Bursary, Welsh Education Maintenance Allowance, 19+ discretionary Learner Support Funds, 19+ Advanced Learning Loan Bursary and Care To Learn.
- Ensure attendance checks for learners with relevant funding are made on a weekly basis.
- Collect and maintain accurate student system records to facilitate payments and monitor the use of financial support funds.
- Provide full administrative support to the Money Management Service Manager and team as required.
- Ensure accuracy, discretion and confidentiality at all times.

Support with Debt Transaction Processing

- To support with the College Debt Control procedures, following financial support guidance, ensuring learners are aware of outstanding fees, supporting the prompt payment of fees and providing financial support to students who are potentially eligible for funding.
- To liaise with curriculum areas, under the direction of MMS management, to resolve matters relating to financial support and linked outstanding debt.
- To carry out all admin duties relating to the setting up of instalment plans in accordance with approved procedures, ensuring correct information is given and liaise with the relevant external agency, answering questions and resolving queries they may raise.
- Respond to queries raised by student debtors and external agencies, ensuring queries are resolved in accordance with financial procedures and on a timely basis.
- To review student debt, in relation to financial support and advise the MMS Management of any concerns on a timely basis.

Other

- To help the team to contribute to the evaluation and development of services across College as part of the College's ongoing self-assessment cycle.
- To assist the team in playing a key part in the College's enrolment process.
- Represent the College at internal and external events as and when required by the MMS Manager, occasionally undertaking evening or Saturday work as required to suit business needs.
- Undertake any other duties and responsibilities and/or special projects commensurate with the grade of post.

Key Interfaces

- Students, parents, Support or Key Workers
- All levels of College staff (including Mentors and Safeguarding teams)
- Third party payment plan providers
- Wider Finance team
- MMS Lead Student Funding Officer and MMS Manager

Supporting College Goals and Values – all roles

In addition to the particular requirements and characteristics of individual roles, all people employed by SGS College are expected to actively support the achievement of the College's goals and, at all times, both internally and externally, to behave in a manner consistent with the College's mission and values.

This means:

- Performing your role and delivering your service in a way that helps the College achieve its strategic objectives and annual development and improvement plans - taking account of available resources and national developments.

<ul style="list-style-type: none"> • Promoting the image of the College as one that is committed to the highest standards of delivery and service. • Sharing the College's commitment to safeguarding and prioritising the welfare of children, young people and vulnerable adults and demonstrating it in your day to day work. • Sharing and prioritising the effective implementation of the College's Equality and Diversity Policy. • Promoting and implementing best practice in Health and Safety
Measurable Performance Standards
<ul style="list-style-type: none"> • Compliance with all Financial Support Schemes • Compliance with the College's Financial Regulations • Quality and timeliness of provision of key financial data for stakeholders • Meeting of agreed Service Level Standards • Meeting of agreed operational targets and deadlines
Level of Disclosure and Barring (DBS) disclosure required
<ul style="list-style-type: none"> • Enhanced with Barred List
Author and Date
Caroline Taylor, Head of Operational Finance – September 2024

As the needs of the College change, so the above job profile, duties and location of the role within the College may be adjusted accordingly. Where an employee indicates a disability, every effort will be made to make reasonable adjustments. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Person Specification

Student Funding Officer



Criteria	Essential	Desirable	Assessed by
Qualifications and Attainments			
GCSE Maths and English grade C or above OR Functional Skills Level 2 Maths and English	✓		Application form
Further Education Level Qualifications or training in relevant discipline(s)	✓		Application form
Financial Qualification		✓	Application Form
Experience and Knowledge			
Understanding or experience of the FE College Sector		✓	Application Form / Interview
Understanding of FE Funding Routes		✓	Application form/ interview
At least 1 years' experience within a customer facing or administration role	✓		Application Form / Interview
Understanding of Safeguarding and GDPR Regulations		✓	Application form/ interview
Ability to work under pressure and towards targets set by management		✓	Application form/ interview

Criteria	Essential	Desirable	Assessed by
Skills and Abilities			
IT Literate (especially proficient in the use of Excel and Word)	✓		Application form/ interview
Skills in the Microsoft Office Suite	✓		Application form/ interview
Excellent listening and communications skills both in person, writing and on the phone	✓		Application form/ interview
Highly organised with good accuracy and attention to detail	✓		Application form/ interview
Experience of working with large data management systems		✓	Application form/ interview
Essential College Attributes			
Initiative: Demonstrating the willingness and ability to use initiative – whether that means deciding on necessary action and following it through - or suggesting ways to work in a better way.	✓		Application form/ interview
Influencing skills: The ability to persuade others.	✓		Application form/ interview
Interpersonal Skills: The ability to communicate and interact with other people in a way that promotes cooperative relationships.	✓		Application form/ interview
Teamwork: The willingness and ability to collaborate and work closely with colleagues in a mutually supportive manner.	✓		Application form/ interview
Circumstances of Role (if applicable)			
Flexible on travel as you may on occasion need to travel between campuses.	✓		Application form/ interview

