

1 Advertisement

Post Title: Scholarships Coordinator

School/department: Admissions Office

Hours: Full time. Requests for [flexible working](#) options will be considered (subject to business need).

Contract: Fixed term (1 year)

Reference: 8284

Salary: starting at £22,254 to £25,627 per annum

Placed on: 04 April 2022

Closing date: 13 May 2022. Applications must be received by midnight of the closing date.

Expected Interview date: to be confirmed

Expected start date: May 2022

The University is looking for a friendly, efficient and organised individual to support the work of the Scholarship Office, which is responsible for the promotion, applications, selection and allocation of the University's centrally funded scholarship provision.

Working with the Scholarships Officer Manager, you will be responsible for the day-to-day operational aspects of scholarships administration prior to the student's arrival at Sussex.

You will deal with enquiries relating to scholarships, support the promotional work of the Scholarships Office, handle scholarship applications, assist with selection of recipients and deal with the communication with applicants throughout the allocation process.

You will also support the scholarships process once the student arrives at Sussex. This includes ensuring prompt payments are made and dealing with questions from recipients.

The successful candidate will have:

- excellent communication skills;
- good administrative experience, ideally in a higher education setting; and
- evidence of excellent customer service.

You must also have:

- evidence of working with very close attention to detail;
- confidence dealing with a range of IT systems; and
- a strong commitment to parity and fairness.

The work is applicant-and-student-facing and standard office opening hours are 9am to 5pm. If you would like to discuss flexible working options, please contact Natasha Stilwell (N.Stilwell@sussex.ac.uk)

Please contact Natasha Stilwell, Scholarships Office Manager, for informal enquiries (☎ 01273 873809 or email (N.Stilwell@sussex.ac.uk)).

For full details and how to apply see our [vacancies page](#)

The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.

2. The Division

The Scholarships team are based within the wider Admissions Office. The Admissions Office is part of the division of Communications, Marketing and Advancement within Professional Services.

Within the division, the Admissions Office is responsible for processing Undergraduate, Postgraduate Taught and Postgraduate Research applications. The Office also has a small scholarships team (of two), who work closely with other Admissions staff to manage the promotion, selection and awarding of the University's central scholarship provision (worth over £3 million)

The Admissions Office comprises 33 staff. There are 16 staff in Undergraduate Admissions and 14 staff in Postgraduate Admissions, in addition to the 2 staff in the Scholarships Office.

The Head of the Admissions Office oversees the work of Undergraduate and Postgraduate Taught Admissions and the Scholarships team.

3. Job Description

Job Description for the post of: **Scholarships Coordinator**

Department: Admissions Office

Section: Communications, Marketing and Advancement

Location: Sussex House

Grade: Four

Responsible to: Scholarships Office Manager

Job Purpose:

The Scholarships Coordinator will provide the day-to-day administrative support for work of the Scholarships Office, dealing with matters relating to the centrally administered scholarships from promotion and enquiry-handling, through application and allocation to award. The Scholarships Coordinator will deal with communication with scholarship applicants, support scholars in their applications, undertake selection against defined criteria, communicate outcomes and ensure systems are maintained to enable the payment of scholarships. The role holder will handle telephone and email enquiries, as well as the on-going communication with applicants to ensure the best possible conversion from award to arrival.

Key responsibilities:

1. To provide administrative support to the Scholarships Office Manager to ensure the effective promotion and allocation of centrally administered scholarships.
2. To handle enquiries relating to scholarships from a range of stakeholders (for example, students and applicants, agents, parents, admissions tutors, colleagues in other professional services). To use these enquiries to inform the content of our promotional materials and to provide feedback to the Scholarships Office Manager on enhancements which could be made to published information.

3. To support students in their applications for relevant scholarships and to undertake initial checks when applications are received, including acknowledgment of the application.
4. To work closely with the Scholarships Office Manager to ensure processes are in place for the accurate, timely and fair selection of applications. For certain scholarships, this includes organising selection panels and providing administrative support for those panels.
5. For relevant scholarships, to undertake the assessment of the scholarship application against defined criteria, decide on the allocation and notify students of the outcomes.
6. To monitor scholarship applications throughout the cycle, ensuring accurate information is held on the database relating to the scholarship applications, obtaining necessary follow up information, and maintaining good communication with applicants throughout the allocation process. This includes chasing up applicants to confirm acceptance of scholarships and working to ensure the best possible conversion from award to arrival.
7. To ensure all information is in place in a timely manner to enable the payment of the scholarship and to work closely with the Student Accounts team in the ensuring awards are paid.
8. To have oversight of current students in receipt of scholarships, to ensure payments are made accurately, and to communicate with them in relation to any ongoing responsibilities or opportunities.
9. To assist, as required, at promotional events (such as Open Days and webinars) in providing advice and guidance around centrally administered scholarships.

This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed

4. Person Specification

Skills and Abilities	Essential	Desirable
Ability to work accurately under pressure and with close attention to detail	✓	
Good work processing skills and computer literacy	✓	
Excellent oral and written communication skills	✓	

Qualifications	Essential	Desirable
GCSE (or equivalent) English and Maths	✓	

Knowledge	Essential	Desirable
Knowledge of UK Higher Education, specifically existing knowledge of admissions and recruitment	✓	
Familiarity with data protection and GDPR	✓	
Knowledge of the UK and international qualifications used for admissions		✓
Understanding of General Student visa regulations		✓

Experience	Essential	Desirable
Proven track record of office based, administrative work requiring close attention to detail	✓	
Excellent customer service, including both email and telephone work	✓	

Personal Attributes	Essential	Desirable
Confidence with using different IT systems	✓	
Excellent 'people skills', including engagement with international audiences	✓	
Friendly, helpful and willingness to work with others	✓	
A commitment to equality of opportunity and fair admissions	✓	
Ability to work throughout September (when there is a holiday embargo for the weeks around the new student arrival period)	✓	