



## 1. Advertisement

**Post Title:** Student Funds Officer

**School/department:** Student Experience

**Hours:** Full time or part-time hours are considered up to a maximum of 36.5 FTE  
Requests for flexible working options will be considered (subject to business need).

**Contract:** Permanent

**Reference:** 8862

**Salary:** starting at £26,341 to £30,497 per annum, pro-rata if part-time.

**Placed on:** 16 June 2022

**Closing date:** 01 July 2022. Applications must be received by midnight of the closing date.

**Expected Interview date:** To be confirmed

**Expected start date:** To be confirmed

We are seeking to appoint a Student Funds Officer to support the Student Funding Team. This is an exciting time to join the University of Sussex and the Funding Team as we look forward to making changes to enhance processes and procedures around the administration and disbursement of student funds. You will be joining a small, friendly, and efficient team who cares about students and the importance of funding students. This is a very fulfilling role and your commitment to delivering a high-quality student experience is essential. You will have excellent communication skills and an eye for detail. You will be able to explain complicated information clearly and effectively.

Please contact Patrice Cox, [p.n.cox@sussex.ac.uk](mailto:p.n.cox@sussex.ac.uk) for informal enquiries.

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 School / Division

Please find further information regarding the school/division at <http://www.sussex.ac.uk/schoolsandservices/professionalservices/student-experience>

### **3. Job Description**

Job Description for the post of: Student Funds Officer

**Department:** Student Complaints, Conduct and Funding

**Division:** Student Experience

**Location:** Bramber House/Student Centre

**Grade:** 5

**Responsible to:** Student Funds Manager

**Responsible for:** Student Connectors

#### **Purpose of the post**

To ensure the administration and disbursement of student funds are carried out efficiently and effectively in line with agreed procedures and processes and to contribute to the management and distribution of a variety of different funds. To assist with the assessment and delivery of funding for students in receipt of U.S. Federal Loans in line with prescribed processes and regulations.

To hold responsibility for key administrative functions and undertake activities to promote and publicise the funding support and guidance for our students.

#### **Main Duties and Responsibilities**

##### **To deliver accurate information regarding funding concerns and challenges to both staff and students**

- To keep thorough accurate and timely records of all student interactions and to monitor and report on these.
- To work to define protocols and maintain high standards for all communications
- Maintaining professional boundaries working in line with best practice and equality legislation.
- To work in a solution-focused way, with an emphasis on enablement, encouraging students to take charge of their finances
- To meet students with exceptional financial problems to direct them to any appropriate areas of funding and/or other sources of advice/support (e.g., student money advisor) Offering procedural advice and responding to and dealing with initial queries and complaints regarding financial support application/assessment issues

**To play a key role in the management of the information required by colleagues across the division to deliver accurate advice and appropriate funding resources to students.**

- To gather and disseminate up-to-date information, and develop resources (web pages, online tools, information sheets, workshops), related to student funding to current students and applicants.
- To play a key role in the promotion of internal financial support and assistance to students including loans and hardship awards.
- To support colleagues by providing relevant information to colleagues about procedures and processes to support the delivery of funding resources and advice work with students.

**To fulfil the duties of the Secondary Destination, Point Administrator in the process to assess and allocate U.S Federal Loans American students in line with prescribed processes and regulations.**

- Participating in the assessment and screening of applications for funding and the effective and appropriate allocation of specific funding sources.
- Verify students continued eligibility for funding by checking reports received through the loans systems
- Participating in the awarding and releasing of funds through the US loan systems.
- Perform National Students Loan Data System (NSLDS) enrollment updates as directed.
- Request and collate reports involved in the administration of federal loans, for example, online counseling and satisfactory academic progress.

**To act as the Lead Administrator for the Student Funding Team to deliver the requirements for accurate planning and provision of services.**

- Planning and servicing meetings – preparing and collating papers, inviting participants, booking rooms, taking minutes.
- Maintaining records and managing reporting data to provide accurate statistical reports.
- Managing data appropriately regarding data protection policy and assisting with record management (and version control) for the Funding team and the Student Life Centre.
- Ensuring updating process notes and databases are up to date.

**To develop and deliver information and resources for specific groups of students to foster engagement and participation in activities to support the student experience.**

- Working with key individuals from across the University to contribute to the development and delivery of activities and resources for members of specific groups as appropriate
- To contribute to the planning and delivery of outreach activities, and open days (workshops, open days, and promotional campaigns) with specific relevance to funding issues.
- To maintain an effective information service by inputting into the development and production of guidance notes and other materials for use by students and colleagues available in a multi-media format

**Other duties as assigned by the Student Funds Manager**

- To undertake any other duties assigned by the Student Funds Manager

This Job Description sets out the 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 / ABILITIES

	Essential	Desirable
Excellent interpersonal and communication skills both written and verbally	x	
Well-developed range of administrative skills and competencies and the ability to work consistently with close attention to detail	x	
Able to work independently and contribute positively to the work of a cohesive team	x	
High level of financial and budgetary management skills	x	

##### KNOWLEDGE

Knowledge of the HE sectors, including funding arrangements, eligibility criteria for bursaries, loans/grants and funding issues that can arise	x	
Understanding of processes to support accurate assessment, recording and data analysis	x	
Knowledge of principles underpinning good customer service and advice given	x	
Knowledge of data protection legislation		x
Knowledge of the Federal Direct Loan Programme, including eligibility and regulatory framework	x	
Knowledge of information relevant to income maximisation		x

##### EXPERIENCE

Experience in working in a customer-focused environment	x	
Experience of holding effective administrative oversight for key functions for a team, including servicing meetings, proofing documents, and producing copies.	x	
Experience of the delivery of a quality advice provision to clients with differing needs	x	
Experience in contributing to the development and enhancement of team processes		x
Experience in using pc packages and web interfaces to deliver to targets	x	
Experience of participation in the administration of U.S. Federal Loans		x

##### PERSONAL ATTRIBUTES AND CIRCUMSTANCES

Good interpersonal skills including the ability to deal tactfully with customers and work supportively with colleagues	x	
Able to exercise integrity and discretion	x	
Commitment to the principles of good customer care	x	
Commitment to working creatively to improve services for students	x	