

<b>Organisation:</b>	Luminate Business Support
<b>Primary Organisation Supported</b> <i>(only use this field for LEG service member of staff)</i>	Student Life
<b>Core Job Role:</b>	n/a
<b>Job Title:</b>	Student Funds Administrator
<b>Reports to:</b>	Student Funds Manager
<b>Grade</b>	LC3 (A)
<b>Date of compilation:</b>	November 2023

### SPECIFIC ROLE RESPONSIBILITIES:

1. Ensure that any student funds marketing material, webpages, promotional materials are regularly updated; prepare childcare information packs; contribute to tailored communication with students and staff to ensure effective promotion and maximum take up of the funds by eligible students including all vulnerable groups.
2. Oversee production and distribution of promotional materials such as student funds flyers and posters and articles for internal newsletters.
3. Co-ordinate the processing of 20+ childcare applications; ensure childcare applications are complete, are quickly assessed, outcomes are communicated to applicants and that childcare agreements prepared in a timely way. Establish and maintain strong relationships with childcare providers; liaise with students, internal departments and childcare providers to resolve any outstanding issues.
4. Prepare the childcare provider packs and departmental childcare information packs and ensure the packs are distributed in a timely way.
5. Ensure that all student childcare applications are complete before forwarding to the Student Funds Manager for assessment and that outcomes are communicated to applicants in a timely way using the most effective communication medium.
6. Liaise with departments, students and childcare providers to resolve childcare issues and respond to queries; support with the management of the childcare funding inbox and ensure all queries are responded to in a timely way.
7. Support the development of new systems to improve childcare processes.
8. Ensure the accurate recording and prompt maintenance of electronic information and record systems, including electronic filing and document storage and retrieval systems; make use of electronic systems for all childcare applications and supporting documents.
9. Prepare childcare agreements and ensure effective collaboration with the procurement team.
10. Distribute travel passes, meal cards, equipment, and other cash equivalent to students through curriculum administration teams.

11. Distribute food voucher support to eligible learners.
12. Assist with the support given to students eligible for Priority Fund and Care to Learn.
13. Consult with the Equality, Diversity and Inclusion team, departmental staff, external organisations and students to identify barriers to vulnerable students accessing student funds.
14. Produce information for reports using relevant college MIS and finance systems.
15. Provide information to staff and assist with staff training.
16. Co-ordinate administrative tasks in line with college policy and annual student fund cycle.
17. Treat information securely and be vigilant to the potential for fraud.
18. Plan own workload ensuring tasks are completed on time and to a high standard.
19. Represent the service and support the enrolment process and Open Events at key points in the year.
20. Work flexibly within the student life teams, student funds team and support with general student funds tasks, queries and activities.
21. Annual leave may not be taken during the busy enrolment and induction period. As the College is a multi-campus site, flexibility and willingness to work across all sites is required.

#### **CORE RESPONSIBILITIES:**

1. Provide a comprehensive administration and logistical support service to maximise uptake of the Student Funds according with the relevant policies.
2. Answer queries from both colleagues and students regarding student funds.
3. Ensure the accurate recording and prompt maintenance of information and record systems, including filing and document storage and retrieval systems and make use of electronic systems.
4. Ensure the distribution of student financial support, helping students overcome a range of barriers to learning and progression.
5. Provide high quality customer services to students, staff and stakeholders.
6. Support and coordinate the development of and updates to the electronic student funds training modules.
7. Undertake general administrative duties.

#### **GENERAL LUMINATE EDUCATION GROUP RESPONSIBILITIES FOR ALL STAFF:**

- Maintain and update knowledge of the subject/professional area and co-operate in any staff development activities required to effectively carry out the duties of the post.
- Comply with safeguarding procedures, including the promotion of the welfare of children and vulnerable adults.
- Comply with all relevant policies and procedures.
- Act with honesty and integrity to maintain high standards of ethics and professional standards.
- Use and promote restorative practice approaches.
- Comply with all legislative and regulatory requirements.
- Promote a positive image of the Luminare Education Group and member organisations.
- Any other duties commensurate with the level of the post, which may be required from time to time.

- Embody our Organisational Culture:

**Few rules & clear boundaries**

*The ability to be creative, within areas of focus.*

**Energy & enjoyment**

*Fostering an environment that enables our people and learners to be brave, interact and have fun.*

**Passion & ambition**

*Encouraging all to think aspirationally, inspiring others to do the same.*

**Ownership & performance**

*Using our robust business planning model to allow areas to have clear ownership over their vision and remit.*

**Creative & reflective**

*Always hungry to learn and looking ahead to see what is on the horizon.*

**Collaborative & responsive**

*Proactively seeking opportunities to create synergies and positive outcomes for all.*

## Person Specification

<b>Job Title:</b>	Student Funds Administrator
<b>Department</b>	Student Life

The specific qualifications, experience, skills and values that are required for the role are outlined below. You should demonstrate your ability to meet these requirements by providing clear and concise examples on the application form. Each criteria is marked with whether it an essential or desirable requirement and at which point in the recruitment process it will be assessed.

Methods of Assessment:

A = Application Form, I = Interview, T = Test or Assessment, P = Presentation, C= Certificate, MT = Micro Teach

<b>Qualifications and Attainments</b>		
<b>Essential (E) Desirable (D)</b>	<b>Criteria</b>	<b>Method of assessment</b>
E	Q1. A good standard of general education including qualifications at level 3 (NVQ, BTEC National or A level equivalent)	A
E	Q2. English and Maths GCSE (or equivalent) at Grade C/Level 4	A
<b>Experience and Knowledge</b>		
<b>Essential (E) Desirable (D)</b>	<b>Criteria</b>	<b>Method of assessment</b>
E	EK1. Experience of delivering administrative, financial or welfare services in a busy customer focussed environment	A / I / T
E	EK2. Experience of operating financial and / or MIS systems and competent in Microsoft and / or Google drive	A / I / T
E	EK3. Understanding the administration of complex processes within a large organisation	A / I

E	EK4. Good team work, interpersonal and communication skills and an ability to engage with a range of key internal and external stakeholders	A / I
D	EK5. Knowledge of issues which can be barriers to learning or progression and experience of motivating students to overcome these	A / I

<b>Skills and Competencies</b>		
<b>Essential (E) Desirable (D)</b>	<b>Criteria</b>	<b>Method of assessment</b>
E	SC1. Strong IT and numeracy skills, accurate recording and ability to work with data	A / I / T
E	SC2. Excellent written and spoken English	A / I / T
E	SC3. Able to respond sensitively and with empathy to staff and students from different backgrounds	A / I
E	SC4. Ability to work independently, problem solve and plan ahead.	I / T
E	SC5. Competent user of Google, MS office applications, particularly Excel with keyboard / data input skills	A / I / T
E	SC6. Ability to exercise absolute integrity in respect of confidential matters and to ensure that any specified procedures for ensuring the security and confidentiality of information are always maintained.	A / I
E	SC7. Takes responsibility for own development.	A / I
E	SC8. Takes effective action to affect the behaviour and decisions of other people.	A / I
E	SC9. Continually exudes optimism and a “can do” attitude.	A / I
<b>Behavioural, Values and Ethos</b>		
<b>Essential (E) Desirable (D)</b>	<b>Criteria</b>	<b>Method of assessment</b>
E	B1. Support and promotion of equality, diversity and inclusion	A/I

E	B2. Promotion of a safe environment for children, young people and vulnerable adults to learn in	I
E	B3. Commitment to the PREVENT agenda	I
E	B4. Commitment to professional standards	I
E	B5. Commitment to restorative practice approaches	I