

Job Description

Job Title:	Student Funding Assistant		
Department:	Student Services	Location:	Fort William, Stornoway or Thurso
Grade:	NSUP 9-12 - £25,875 - £27,431		
Report To:	Student Services Manager		

Job Purpose:

To provide an advisory and administrative service to students regarding all sources of funding support.

Context

The post holder will be responsible for ensuring the provision of an effective, high-quality service that meets the needs of all learners.

The post holder will be responsible for all aspects of student funding processes, providing an effective, accurate, confidential and timely funding service to students and ensuring all student records are maintained for purposes of audit and accountability. The post holder will also be responsible for a range of administrative tasks, working flexibly within the Student Services Team.

The post holder will have access to highly confidential and sensitive information and will therefore be required to maintain this confidentiality and is expected to be able to deal with sensitive matters appropriately using sound judgement.

Duties and responsibilities

The following duties and responsibilities are intended to give a broad indication of the variety of tasks the post holder may be asked to undertake. It should be noted that a job description is not an exhaustive list of activities, and staff may be asked to carry out other duties commensurate with the level of the post. The job description may also be amended to take account of changed circumstances, and staff will be consulted when this is necessary.

- To provide accurate advice and guidance on Support Funds for UHI North, West and Hebrides and UHI Argyll, including responding to enquiries in person, by email or phone/MS Teams.
- To determine student eligibility and process funding applications in line with Scottish Funding Council, including FE and HE discretionary (SAAS Guidelines) and childcare applications to ensure student applications are dealt with confidentially, accurately and in a timely manner. Re-asses when necessary.
- Produce payment requests for all student support funds on a fortnightly, monthly basis and ad-hoc basis to finance for processing;
- Set up SITS funding records for new academic year.
- To liaise and advise on student funding applications with UHI North, West and Hebrides and UHI Argyll colleagues,
- To maintain SharePoint folders for student evidence, emails and awards

- To liaise with college staff as required ensuring the efficient processing of student support funding awards.
- To work with other Government bodies to prevent fraud.
- Inputting Information onto the main system SITS for invoices, study expenses, support costs, etc.
- Monitor and check attendance and engagement levels of all students in receipt of student support funding;
- Work in conjunction with curriculum and student support teams to ensure non-attendance and engagement is followed up and investigated, with support put in place where needed in a timely manner;
- Deliver funding drop-in sessions for students ahead of course start date;
- Contribute to team meetings and cross college meetings as required.
- Liaising with Academic and Support Staff to obtain names of students who require alternative transport to Thurso, Alness and Dornoch Campus that do not live in the vicinity or near a bus route, arranging taxis for students, liaising directly with the taxi firms for ad hoc changes and requests for taxis.
- Support the organisation and participate in events such as induction, graduation, and open days;

Terms and Conditions

This post is governed by Support Staff terms and conditions, which are subject to collective bargaining processes.

General

- Proactively contribute to own personal development and supporting the wider sustainability of UHI North, West and Hebrides;
- Contribute to UHI's climate, biodiversity, and sustainability goals, including net-zero by 2040;
- Ensure consistency and equality at all times and proactively engage in UHI North, West and Hebrides values of trust, integrity and excellence.
- Ensure the health and safety of self and others and compliance with safeguarding, data protection requirements and all college policies;
- Work collaboratively with colleagues to ensure a whole college focus and approach

Appendix: Personal Attributes Framework Leadership – Providing direction, inspiration and encouragement to others

- Acts with confidence guiding the activities of colleagues, students and/or visitors
- Demonstrates a positive attitude to new ways of working and when faced with difficult situations
- Understands importance of having a strong sense of purpose and common goal
- Understands how own role contributes towards meeting organisational goals
- Takes responsibility and is accountable for own actions
- Is able to objectively assess own strengths and limitations
- Delivers a friendly and professional service to learners, customers and staff
- Reflects positively on feedback and responds proactively

- Ensures colleagues and line managers are kept informed of activities
- Listens effectively and shows empathy to others' needs and feelings

Teamworking/Communication – Working with others in a constructive and supportive way to achieve goals and manage change.

- Gives guidance and support to colleagues when it is needed.
- Asks for and accepts help when needed.
- Readily shares information, knowledge and expertise within own teams and across teams.
- Establishes effective working relationships inside and outside the college.
- Is polite, tolerant and patient, treating all with dignity and respect.
- Helps others to learn through encouragement and feedback.
- Works collaboratively with team and other functions to achieve a successful outcome.
- Listens to and respects others' views and opinions.

Performance – Managing performance of teams across the college and creating development opportunities

- Seeks ways to improve own learning and self-development
- Takes responsibility for managing own time and area of work.
- Seeks clarity when uncertain about information/instruction.
- Prioritises workload and is able to deal with changing requirements.
- Takes personal responsibility to ensure continuous professional development of skills and knowledge.
- Seeks and analyses feedback and takes positive action.
- Keeps customers updated on progress
- Aims to deliver agreed targets to timescale
- Manages customer expectations diplomatically and tactfully
- Pursues service excellence in line with college vision, commitments and standards
- Takes responsibility for following through on customer enquiries
- Supports and promotes a customer focused culture.

Person Specification

Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • SCQF Level 6 	<ul style="list-style-type: none"> • HNC
Experience	<ul style="list-style-type: none"> • At least 2 years' experience working with finance or other numerical data • Must be competent in the design and use of spreadsheets, have excellent IT skills and ability to acquire working knowledge of a variety of other software packages 	<ul style="list-style-type: none"> • Experience of working in an academic environment • Previous experience using SITS, Student Records and METIS
Knowledge & Skills	<ul style="list-style-type: none"> • Excellent customer service and communication skills • Excellent team working skills 	
Personal Qualities*	<ul style="list-style-type: none"> • Excellent timekeeper • Positive work attitude • Creative energy • Professional • Ability to manage workload and meet deadlines 	
Other	<ul style="list-style-type: none"> • Commitment and ability to undertake and/or continue professional development in a relevant discipline • Be willing to work flexible hours when necessary to meet requirements of the post • Be willing to regularly travel on College business, between centres, UHI and within Scotland • Satisfy appropriate Disclosure Scotland checks 	<ul style="list-style-type: none"> • Clean driving licence

*Please note that the personal qualities, whilst desirable, will not be considered when shortlisting in line with the essential criteria for the role.

KEY TERMS AND CONDITIONS OF EMPLOYMENT

Hours of Work	This post is for 24.5 hours per week but you may be required to work additional hours to meet service requirements. The normal full-time working week is one of 35 hours.
Duration	This a part-time, permanent post.
Salary	The salary for this post is on Support Scale Point NSUP 9-12, (£25,875 - £27,431 per annum) pro-rata
Holidays	33 days in a full year plus 12 public/general holidays, pro-rata for part-time workers.
Location	The position will be based primarily at our Thurso, Fort William or Stornoway Campus', but you may be required to work in any campus of UHI North, West and Hebrides.
Pension	You will be contractually enrolled into the Local Government Superannuation Scheme. Further details are available upon appointment.
References/ Medical Assessment/ PVG Check	For external candidates' appointment will be subject to references and a PVG check, which will be taken up after an offer has been made.

UHI North, West and Hebrides, an equal opportunities employer, is a registered charity which exists to provide Further and Higher education.

