

JOB DESCRIPTION

JOB TITLE:	Learner Financial Support Administrator
DEPARTMENT:	Learner Safeguarding and Wellbeing
RESPONSIBLE TO:	Learner Financial Support Lead
RESPONSIBLE FOR:	No Subordinate Staff
PURPOSE OF JOB:	Provide exceptional customer service by offering clear advice, guidance, and support on available financial assistance for all learners. The role involves supporting all aspects of financial assistance while promoting student retention and attendance, identifying financial barriers, and implementing solutions to support student engagement, working flexibly across campuses as required.

MAIN DUTIES AND RESPONSIBILITIES:

1. Assess and process financial assistance and travel applications to support student retention and attendance, ensuring compliance with funding policies and guidance.
2. Maintain accurate records of applications, expenditures, and student interactions, ensuring compliance with data protection and confidentiality policies.
3. Understand financial support options available to students and be able to provide advice and promote financial assistance options.
4. Record, monitor and report details of student enquiries, applications and outcomes for financial assistance using relevant college systems.
5. Maintain accurate records with regards to expenditure and assist in the payment of monies through the banking system.
6. Contribute to policy reviews and updates, ensuring financial support processes remain effective and aligned with student needs.
7. Identify and address poor attendance for learners in receipt of financial support to improve student retention and outcomes, liaising with curriculum areas and the Learner Support and Wellbeing Team to ensure effective intervention.
8. Liaise with stakeholders to ensure financial support information is current and relevant, supporting college events to promote financial assistance, and coordinate initiatives that enhance student engagement and success.

General responsibilities

1. Participate in the Staff Performance Management processes and to undertake training based on individual and service needs.
2. Engage in the College's Professional Development (CPD) scheme to develop yourself in your role and the team.
3. Support inclusiveness within the college, taking a lead in creating and promoting a positive, inclusive ethos that challenges discrimination and promotes fairness, respect, equality, and diversity.
4. Promote the College values.
5. Comply with all College policies and guidelines in respect of your role, including health & safety, data protection and safeguarding.
6. Demonstrate positive personal and professional behaviour as specified in the College Code of Conduct.
7. Be an integral part of the College's Learner Safeguarding and Well-being team.
8. Keep up to date with the skills required to fulfil the role.
9. Undertake any other duties commensurate with the role, as may be reasonably requested.
10. Take responsibility for protecting staff and learners and apprentices from all preventable harm as per College Safeguarding procedures.
11. Work across any College campus to undertake duties consistent with the post.

Please note:

This job description is a guide to the work you will be required to undertake. It summarises the main aspects of the job but does not cover all the duties that the job holder may have to perform. It may be changed from time to time to meet changing circumstances.