It is important to note that this job description is a guide to the work you will initially be required to undertake. It may be updated from time to time to meet changing circumstances. It does not form part of your contract of employment.

Job Description for the post of:

Fees and Bursaries Administrator (Maternity Cover)
EHA0874-1117
Fixed term for 6 months in the first instance

The post holder will be:

Responsible to: Assistant Registrar: Fees, Scholarships and Bursaries

Accountable to: Academic Registrar

Main Purpose of the Post:

The post is based in Academic Registry, a central support service that serves to provide high quality administrative systems to facilitate the student journey from enrolment through to award conferral.

The primary function of the post is to provide administrative support to the Assistant Registrar: Fees, Scholarships and Bursaries for the co-ordination and delivery of Edge Hill’s procedures and processes involved in the administration of tuition fees, scholarships and bursary services across the University, with particular responsibility for externally funded bursaries and the accurate maintenance and auditing of such records.

The role sits within the context of internal and external regulations and the post holder will be required to undertake regular updating of knowledge and understanding of policy to be able to perform the role effectively and make a positive contribution to student information, advice and guidance, whilst working as part of a team.

This is an evolving role and the post holder will need to be self-motivated, highly organised, analytical and numerate with an eye for detail, be able to work accurately and effectively under pressure and have excellent communication and interpersonal skills with sensitivity and discretion towards students in financial hardship. They must also demonstrate a flexible and positive approach towards resolving ‘everyday’ and variable challenges in a customer focused environment. The role will support the provision of an excellent, responsive service to stakeholders on behalf of the Department.
Main Duties of the Post:

1. To seek, interpret and apply extensive up to date knowledge of internal and external regulations and funding policies to offer accurate information, advice and guidance (IAG) on complex fees and funding issues and processes to all enquirers and to pro-actively share information updates to staff, applicants and students, where appropriate;

2. To hold responsibility for processes within the Team which support funding and bursary administration and seek to ensure systems operate most efficiently and effectively and work proactively with key stakeholders to meet ever changing requirements with service improvements;

3. To understand and keep up to date with the structure of University courses, modes of study, student registration and progression in order to have a sufficient knowledge base to perform the duties of the role;

4. To understand the functionality of the student record system, finance systems and associated interfaces to be able to input and extract data to effectively maintain accounts whilst complying with Data Protection legislation and financial audit requirements;

5. In accordance with the University’s published Tuition Fee Regulations and Tuition Fee Schedule, to apply tuition fees in a timely manner and take an organised and pro-active approach in the management of student tuition fee accounts to ensure the University receives accurate tuition fee income;

6. To take responsibility for initiating judgement in credit control, monitoring accounts for adherence to agreed plans, validating debt, pro-actively pursuing non-payment and initiating debt referral of financial records in accordance with University policy;

7. In conjunction with the Faculty, Strategic Planning and Policy Unit and Data Management Team, to submit with accuracy external student returns;

8. To take responsibility for and undertake regular integrity checks for the Team, interpreting error reports to ensure the consistent use of fee related data within the student record system;

9. To liaise with external funding agencies on behalf of the University, and be responsible for investigating and resolving differences within funding applications to ensure the timely release of payment ensuring that the University receives appropriate tuition fee income through accurately confirming attendance and verifying programme data;

10. To administer student health and social work bursaries in accordance with external guidelines and proactively liaise with the Faculty to ensure processes and systems adhere to current requirements;

11. To verify and approve payment of student bursary and loan support, operating within the appropriate guidelines and confirming to internal and external audit requirements;
Additional duties

12. To take responsibility for providing financial and other reports to support the work of the Team, FBS Group, Committees, Directorate and other Groups and forums as required;

13. Support the Assistant Registrar: Fees, Scholarships and Bursaries with internal and external audit reviews, including the provision and analysis of data;

14. To actively contribute to the development and enhancement of IT support within the Team to ensure effective business operations and make recommendations for service improvements;

15. Ensure all associated external communication, including the University’s website, is clear, relevant, timely and appropriate and reflects the high standards of the Department;

16. Operate to high levels of customer service excellence and administration, working effectively with colleagues in the Fees, Scholarships and Bursaries Team, Academic Registry and across the University, providing a supportive role to ensure service standards are met and excellent working relationships are maintained;

17. To use initiative to independently solve issues from both staff and students and make recommendations to line manager for solutions to major or complex issues;

18. Plan and manage own workload demonstrating independence and judgement and setting targets to ensure delivery meets with institutional deadlines and all responsibilities are met;

19. To act as an ambassador of Academic Registry and the University when supporting events; Open Days/Evenings and Visit Days, enrolment sessions, examination periods Graduation and when attending internal and external meetings;

20. To assist with other areas of work undertaken by the Academic Registry as and when required by the Assistant Registrar: Fees, Scholarships and Bursaries and the Academic Registrar;

21. Commitment to keep up to date with developments in Higher Education that impacts upon the work of the Fees, Scholarships and Bursaries Team.

In addition to the above all Edge Hill University staff are required to:

a) Adhere to all Edge Hill’s policies and procedures, including Equality and Diversity and Health and Safety;

b) Respect confidentiality: all confidential information should be kept in confidence and not released to unauthorised persons;

c) Undertake appropriate learning and development activities as required;

d) Participate in Edge Hill's Performance Review and Development Scheme;
e) Adhere to Edge Hill University’s environmental policy and guidelines and undertake tasks in a sustainable manner;

f) Demonstrate excellent Customer Care in dealing with all customers.

**Salary:** Grade 4, Points 15 - 18  
£20,989 - £22,876 per annum

**Hours:** 21 ¾ hours per week  
(Some evening and weekend work will be required)

Candidates should note that shortlisting will be based on information provided on the application form with regard to the applicant’s ability to meet the criteria outlined in the Person Specification attached.
CRITERIA: Applicants should provide evidence of their ability to meet the following criteria:

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Essential</th>
<th>Desirable</th>
<th>*Method of assessment (I/A/T/P)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Degree with Honours or equivalent or relevant work experience.</td>
<td>*</td>
<td>A</td>
<td></td>
</tr>
<tr>
<td>2. CLAIT/IBT2/ECDL qualification, or equivalent</td>
<td>*</td>
<td>A</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Experience and Knowledge</th>
<th>Essential</th>
<th>Desirable</th>
<th>*Method of assessment (I/A/T/P)</th>
</tr>
</thead>
<tbody>
<tr>
<td>3. Excellent demonstrable IT Skills with experience of Microsoft Office, particularly Word and Excel and use of email</td>
<td>*</td>
<td>A/T</td>
<td></td>
</tr>
<tr>
<td>4. Experience of operating a student records database or similar systems</td>
<td>*</td>
<td>A</td>
<td></td>
</tr>
<tr>
<td>5. Can demonstrate working flexibly as part of a team, providing cover, maintaining service levels and support for colleagues in a busy office environment.</td>
<td>*</td>
<td>A/T</td>
<td></td>
</tr>
<tr>
<td>6. Can demonstrate effective planning, managing competing/conflicting demands</td>
<td>*</td>
<td>A/I</td>
<td></td>
</tr>
<tr>
<td>7. Experience of delivering excellent customer service in a busy customer-facing environment</td>
<td>*</td>
<td>A/I</td>
<td></td>
</tr>
<tr>
<td>8. Experience in interpreting, application of and providing advice on complex student/ financial regulations</td>
<td>*</td>
<td>A/I</td>
<td></td>
</tr>
<tr>
<td>9. Up to date knowledge of higher education issues particularly concerning student funding and bursaries</td>
<td>*</td>
<td>A/I</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Abilities/Skills</th>
<th>Essential</th>
<th>Desirable</th>
<th>*Method of assessment (I/A/T/P)</th>
</tr>
</thead>
<tbody>
<tr>
<td>10. Highly numerate and methodical ensuring accuracy and attention to detail, especially when handling large amounts of complex and detailed information</td>
<td>*</td>
<td>A/I</td>
<td></td>
</tr>
<tr>
<td>11. Excellent oral and written communication skills including the ability to establish effective relationships with people at all levels, both internal and external to the organisation</td>
<td>*</td>
<td>A/T/I</td>
<td></td>
</tr>
<tr>
<td>12. A high degree of self-motivation, ability and willingness to use own initiative, with minimal supervision to meet the changing needs of the role and Department</td>
<td>*</td>
<td>A/I</td>
<td></td>
</tr>
<tr>
<td>13. Ability to travel between sites</td>
<td>*</td>
<td>A</td>
<td></td>
</tr>
</tbody>
</table>

*Method of Assessment (I-Interview, A-Application, T-Test, P-Presentation) please note that applications will be assessed against the Person Specification using this criteria.