
FEES AND FUNDING ADMINISTRATOR



School/Department:	Student Life
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Grade:	5
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Reports to:	Senior Fees and Funding Officer
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Responsible for:	N/A
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Job Summary and Purpose: The Fees and Funding Administrator is part of the Student Records and Data team within the Student Life Department and supports the delivery of student fees, funding and scholarship administration across the University. The team forms part of Student Life, which serves to provide a comprehensive and effective service across the student journey, enabling individuals to realise their potential.

Working under the guidance of the Fees and Funding Senior Officer and Fees and Funding Officer, the postholder will provide administrative support across a range of fees and funding activities. This includes maintaining accurate student records and funding data, in line with Student Loans Company administration processes, updating fee and funding information within University systems and responding to routine enquiries from students and staff.

The postholder will provide administrative support across a range of fees and funding activities, including tuition fee allocation, student funding arrangements, scholarships and bursaries, Student Loans Company administration and associated processes. They will contribute to the accurate maintenance of student records and funding data, supporting the effective delivery of fees and funding services and a positive student experience

01 MAIN DUTIES

- This professional role will encompass the following, but the balance of duties and responsibilities will be determined in agreement with your line manager and the principles of the stated job purpose.

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- Respond to fees, funding, scholarship and bursary enquiries that have been referred to the team, providing accurate information within established procedures and referring more complex matters to the Fees and Funding Officer or Senior Officer.
 - Maintain and update student fee, funding and scholarship information within the student record system, ensuring records are accurate, complete and up to date.
 - Maintain Student Loans Company records and processes, ensuring attendance is confirmed and changes to student circumstances, study status and fee information are accurately recorded and updated within required timescales
 - Assist with the maintenance of scholarship, bursary and student funding information within the student record system, ensuring fee tables and associated student records remain accurate and up to date.
 - Process routine updates to student records affecting fee liability, funding entitlement and scholarship eligibility, escalating more complex cases where appropriate.
 - Assist with the production and maintenance of reports, spreadsheets and management information relating to fees, funding and scholarships, ensuring data is recorded accurately and consistently.
 - Maintain records in accordance with data protection legislation, information governance requirements and University policies, ensuring the secure handling of sensitive personal and financial information.
 - Support the delivery of fees and funding processes relating to academic partner provision, maintaining accurate records and funding data across differing student entry points, study patterns and academic cycles, in accordance with agreed procedures and regulatory requirements.
 - Work collaboratively with colleagues across Student Life, Finance, Academic Schools and academic partners to support the effective delivery of fees and funding services.
 - Be a proactive member of the Student Records and Data team, sharing best practice and contributing to the continuous improvement of services, processes and guidance materials.
 - Participate as directed in University 'set pieces' such as enrolment, open days, and graduation ceremonies, representing the Student Records and Data team at UCA as and when required

02 DUTIES OF ALL STAFF

- To undertake such other duties as are within the scope and spirit of the job purpose, the job title, and the grade.
- Take responsibility for health and safety of yourself and others in carrying out the duties of the role.
- To promote equality, diversity and inclusion in your performance of your duties.
- Maintain and promote health, safety and wellbeing awareness and commitment within the framework of the University's Health, Safety & Wellbeing policy.

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- Undertake any other work and hours of work as required to commensurate with the level and responsibility of the post.
 - To actively participate in learning and development to meet the requirements of your role and the University.

03 SELECTION MATRIX

Essential Desirable Used to
shortlist

Qualifications

1	Demonstrate qualifications and training commensurate with the post to include: A-levels or equivalent	x	x
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Knowledge & Experience

3	Experience of the office environment, ideally in the education sector	x	x
4	Demonstrate administrative experience	x	x
5	Experience of maintaining accurate records and processing information using databases or electronic management systems.	x	
6	Demonstrate experience of operational delivery and monitoring of business processes in relation to established procedures and policies	x	x

Ways of Working

9	Demonstrate the ability to build effective working relationships within a Student Administration department and with the staff of the University and other stakeholders	x	x
10	Demonstrate proven communication skills, written and verbal	x	x
11	Demonstrate good interpersonal skills coupled with the ability to communicate at a variety of levels	x	
12	Demonstrate the ability to work reliably under pressure in a fast-changing environment, creating realistic plans to manage and prioritise own and others' workloads to meet deadlines	x	
13	Demonstrate ability to work with accuracy and attention to detail	x	x

Personal Attributes/Behaviours

14	Demonstrate high levels of probity, diplomacy and confidentiality	x
15	Demonstrate a preference to work collaboratively and to make a full contribution to the work of the department and the wider University	x
16	Demonstrate a commitment to promoting diversity	x

Does the role require a DBS? Yes/ NO