

Summary

Job title	Student Funding Administrator
Division	Academic Administration Division
Department	Student Fees and Funding
Location	Central Oxford
Grade and salary	Grade 5: £28,759-£33,966 per annum
Hours	Full time
Contract type	Permanent
Reporting to	Student Funding Manager
Vacancy reference	171934
Additional information	

The role

Overview of the role

1. Provision of information, advice and guidance to on-course and prospective students and the collegiate University on all aspects of student funding;
2. Administration and processing of financial assistance funding streams for all on-course students;
3. Acting as Secretary to the University Financial Assistance Committee to support termly meetings and conducting casework between meetings.

Responsibilities

1. Provision of information, advice and guidance to on-course and prospective students and staff across the collegiate university including:
 - a. ensuring that comprehensive, up-to-date information on government and Oxford funding is available to prospective and on-course students through the university's webpages, internal guides and external publications and for Open Days and associated events;
 - b. handling enquiries from prospective and on-course students, parents and staff through the team's email accounts and other methods. Ensuring queries are dealt with in a professional and timely manner and referring these on in liaison with colleagues as appropriate;
 - c. assisting with the delivery of student finance presentations to prospective students and their parents at Open Days, and to key partners in colleges and Undergraduate Admissions;
 - d. maintaining an up-to-date knowledge of government student finance policies, regulations and processes. This includes a good working knowledge of processes used by the Student Loans Company and the four regional funding bodies, and a good understanding of how changes in fee and attendance data impact on a student's government funding entitlement;



- e. undertaking casework to support students experiencing difficulties with their government funding entitlement, and applying student finance regulations to resolve issues.
2. Administration and provision of central financial assistance for on-course students including:
 - a. providing information, advice and guidance on available financial assistance and associated forms of support according to student eligibility;
 - b. administering the University's financial assistance schemes, making payments to students and maintaining online application forms and guidance notes for users each cycle. Making recommendations to ensure that income is allocated and disbursed in line with regulations governing the funds, and monitoring finances;
 - c. acting as Secretary to the University Financial Assistance Committee, processing applications, preparing committee papers, gathering and reporting on applicant data;
 - d. working with the other Student Funding Administrators to carry out assessments of students' income and expenditure in line with University guidance, to identify shortfalls in funding and make award recommendations accordingly;
 - e. overseeing the repayment of University Financial Assistance loans, through close contact with loan holders and the Finance Division;
 3. Providing support to other team members with any aspects of their role where required.
 4. It is expected that the duties of the role may change over time in response to adjustments in the UK's funding landscape and in the University's financial support provision

Selection criteria

Essential selection criteria

1. A high level of general education including proficiency/core competencies in Maths and English.
2. A genuine interest in the areas of student funding issues in UK higher education and an empathy with students experiencing difficulties with their finances.
3. Experience of maintaining and developing effective administrative systems with the ability to identify fresh approaches to streamline processes.
4. Excellent IT skills, including the use of Word, spreadsheets, email, the internet, PowerPoint and databases.
5. Good standard of numeracy and the ability to undertake quantitative work.
6. Experience of producing written materials to a high standard for a variety of audiences.
7. Excellent communication skills with the ability to deal with a wide range of people including students, academic staff and senior university officers.
8. Ability to express complex ideas in simple terms in an engaging and comprehensive manner to a variety of audiences.
9. Well-developed customer service skills, including the ability to employ tact and discretion when dealing with a range of sensitive and confidential student information.
10. Evidenced ability of working effectively with others, co-operating with colleagues and helping a team to achieve its goals.
11. Ability to form and maintain productive networks and partnerships with staff inside and outside the organisation.
12. Ability to work effectively and under minimal supervision, organising and prioritising your own workload in a busy environment and taking personal responsibility for achieving deadlines.

Desirable selection criteria

1. Experience of HE environment.
2. Experience of delivering presentations or briefings.
3. Knowledge of data protection legislation and the freedom of information act.
4. Experience of servicing committees.

Pre-employment screening

Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven't done so already) we will contact the referees you have nominated. If you have previously worked for the University we will also verify key information such as your dates of employment and reason for leaving your previous role with the department/unit where you worked. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Please read the candidate notes on the University's pre-employment screening procedures at: <https://www.jobs.ox.ac.uk/pre-employment-checks>

About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information, please visit www.ox.ac.uk/about/organisation.

Student Fees and Funding

Student Fees and Funding is part of the Academic Administration Division (AAD), one of the largest units within the University Administration and Services and headed by the Academic Registrar.

The work of the team spans the following areas:

- Administration of a range of financial support (including undergraduate bursaries, hardship funding, international opportunities including the Erasmus+ programme, and other on-course awards);
- Management of a graduate scholarship portfolio of 193 existing scholarship schemes worth £29m pa and a small but growing number of undergraduate scholarship schemes;
- Management of several student loan schemes including over £60m of Student Loans Company (SLC) loans and \$17m of US federal loans;

- Management of the annual fee setting process, the related publication of fees and the administration of the termly 'Fee Schedule';
- Co-ordination of the Continuation Charge collection and the administration of formal non-payment of fees procedures;
- Provision of information relating to all aspects of fees and funding, supporting prospective and current students and the collegiate University
- Key contributions to policy and development in relation to University fees and student support for both postgraduates and undergraduates
- Working within the wider University to develop and implement new funding opportunities for Oxford's applicants from both the UK and around the world, to ensure we can attract the most able candidates;
- Working on student support fundraising, in close conjunction with the Development Office.

Academic Administration Division

The Academic Administration Division (AAD) is the University's group of services focused on students and learning. We provide support and information that students need to thrive in their academic and personal lives, and encourage the professional and educational development of our staff. We operate in close collaboration with colleagues in central, divisional, departmental, and college administration, as well as with academic staff and students.

The AAD's work supports the student career from pre-admission through to graduation and beyond, and promotes the development of coherent systems and services across Oxford to underpin this. We focus on:

- **Student recruitment:** Attracting the best undergraduate and postgraduate students through outreach and admissions, and advising students through the admissions process.
- **Student services:** Offering high-quality services to students once they arrive at Oxford, including counselling and disability services, sports, language courses, a careers service, and fees and funding.
- **Student administration:** Managing the University's student data, registration, examinations, and degree ceremonies, advising on visas and immigration; and developing our student systems.
- **Educational policy:** Helping to develop and implement educational policies, upholding legislation, and providing quality assurance.

We also **support academic and professional staff** and the wider Oxford community through our language, sport, and professional and educational development services.

The AAD comprises: The Careers Service, Education Policy Support, Graduate Admissions, the Language Centre, the Centre for Teaching and Learning, Fees and Funding, Student Registry, Student Systems, Student Welfare and Support Services, Undergraduate Admissions and Outreach, and University Sport. They are supported by two professional support functions: AAD Administration and AAD Communications.

How to apply

Applications are made through our online recruitment portal. Information about how to apply is available on our Jobs website <https://www.jobs.ox.ac.uk/how-to-apply>.

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

As part of your application you will be asked to provide details of two referees and indicate whether we can contact them now.

You will be asked to upload a CV and a supporting statement. The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants)

Please upload all documents **as PDF files** with your name and the document type in the filename.

All applications must be received by **midday** UK time on the closing date stated in the online advertisement.

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Information for priority candidates

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing department(s).

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments).

If you need help

Application FAQs, including technical troubleshooting advice is available at: <https://staff.web.ox.ac.uk/recruitment-support-faqs>

Non-technical questions about this job should be addressed to the recruiting department directly aadadminsupport@admin.ox.ac.uk.

To return to the online application at any stage, please go to: www.recruit.ox.ac.uk.

Please note that you will receive an automated email from our online recruitment portal to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

Important information for candidates

Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at: <https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy>. The University's Policy on Data Protection is available at: <https://compliance.admin.ox.ac.uk/data-protection-policy>.

The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for very senior research posts at **grade RSIV/D35 and clinical equivalents E62 and E82** of 30 September before the 70th birthday. The justification for this is explained at: <https://hr.admin.ox.ac.uk/the-ejra>.

For **existing** employees on these grades, any employment beyond the retirement age is subject to approval through the procedures: <https://hr.admin.ox.ac.uk/the-ejra>.

There is no normal or fixed age at which staff in posts at other grades have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

Equality of opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Benefits of working at the University

Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, flexible working options, travel discounts including salary sacrifice schemes for bicycles and electric cars and other discounts. Staff can access a huge range of personal and professional development opportunities. See <https://hr.admin.ox.ac.uk/staff-benefits>

Employee Assistance Programme

As part of our wellbeing offering staff get free access to Health Assured, a confidential employee assistance programme, available 24/7 for 365 days a year. Find out more <https://staff.admin.ox.ac.uk/health-assured-eap>

University Club and sports facilities

Membership of the University Club is free for University staff. It offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See www.club.ox.ac.uk and <https://www.sport.ox.ac.uk/>.

Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See <https://welcome.ox.ac.uk/>

There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependants. See <https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme>

Family-friendly benefits

We are a family-friendly employer with one of the most generous family leave schemes in the Higher Education sector. Our Childcare Services team provides guidance and support on childcare provision, and offers a range of high quality childcare options at affordable prices for staff. In addition to 5 University nurseries, we partner with a number of local providers to offer in excess of 450 full time nursery places to our staff. Eligible parents are able to pay for childcare through salary sacrifice, further reducing costs. See <https://childcare.admin.ox.ac.uk/>. We also subscribe to the Work+Family Space, a service that provides practical advice and support for employees who have caring responsibilities for dependants of all types. See <https://hr.admin.ox.ac.uk/my-family-care>

Supporting disability and health-related issues (inc menopause)

We are committed to supporting members of staff with disabilities or long-term health conditions, including those experiencing negative effects of menopause. Information about the University's Staff Disability Advisor, is at <https://edu.admin.ox.ac.uk/disability-support>. For information about how we support those going through menopause see <https://hr.admin.ox.ac.uk/menopause-guidance>

Staff networks

The University has a number of staff networks including for research staff, BME staff, LGBT+ staff, disabled staff network and those going through menopause. Find out more at <https://edu.admin.ox.ac.uk/networks>

The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See www.newcomers.ox.ac.uk.

Research staff

The Researcher Hub supports all researchers on fixed-term contracts. They aim to help you settle in comfortably, make connections, grow as a person, extend your research expertise and approach your next career step with confidence. Find out more <https://www.ox.ac.uk/research/support-researchers/researcher-hub>

Oxford's Research Staff Society is a collective voice for our researchers. They also organise social and professional networking activities for researchers. Find out more <https://www.ox.ac.uk/research/support-researchers/connecting-other-researchers/oxford-research-staff-society>