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**JOB DESCRIPTION**

**Post ref:**

**Post:** Student Support Officer

**Responsible to:** Head of Registry

**Rewards package:** Scale 3, Access to Local Government Pension Scheme and 30 days annual leave plus bank holidays

**Key responsibility:** The post holder will be responsible for the provision of administrative support in connection with Registry processes. This will include inputting, administration and validation of student data relating to B&FC’s funding allocations to provide accurate management information. This will also include assessing eligibility for Student Support Funds and ensuring the effective and efficient operation of Registry.

**Principal Duties:**

1. To undertake administrative tasks which will include but not limited to, accurate and timely inputting of data onto B&FC systems or any related internal/external systems for:

* Student applications, course bookings, enrolments, curriculum choice and funding
* Withdrawals, transfers, non-starters and completions
* Prior qualifications
* Registers, attendance and timetables
* Student Support Funds (SSF) and financial payments
* Accurate generation of miscellaneous certification/transcripts
* Student Loan Company (SLC) approvals and change of circumstances (CoC)

1. To assess, validate and input applications for financial support.
2. Ensure we retain evidence to support eligibility requirements as detailed in the Financial Support Policy and Procedure.
3. Accurately record financial support data in B&FC systems so that support or payments can be issued. This may be in the form of free school meals, bursaries, bus passes, vouchers or childcare.
4. Liaise with internal and external customers to ensure payments are processed in line with financial deadlines and advertised payment schedules.
5. Ensure data is collected and stored appropriately in accordance with GDPR alongside B&FC policies and procedures.
6. Responsible for maintaining accurate student records including maintaining comprehensive audit trails for internal and external audits.
7. To ensure students receive the appropriate advice and guidance on student support funds through 1:1 face to face interactions, e-guidance and group presentations.
8. To work closely with curriculum colleagues to ensure students are supported with the completion of college documentation.
9. To assist in the organisation and support of events such as enrolment, open days and examinations.
10. Keep up to date with relevant policies, procedures, rules and regulations of B&FC, external organisations and ILR requirements.
11. Dealing with enquiries relating to Registry from internal and external stakeholders making available the appropriate advice ensuring they receive and excellent and helpful experience with Registry.
12. Make a positive contribution to the work of the Registry service, including responding to customer requests to initiate changes to customer service processes and be proactive in the review and modification of service delivery.
13. Although primarily based at one campus you may be required to undertake these duties at any of B&FC’s campuses.
14. To work flexible hours when required and on some occasions at late notice and undertake early morning and evening duties at time of peak workload, particularly during examination and enrolment periods.
15. Complimenting and developing teamwork and participate in team, business relationship and departmental meetings.
16. Undertake staff development to achieving performance for review and appraisal.

**Standard Responsibilities for all positions in B&FC:**

1. To fully adhere to B&FC policies and procedures at all times
2. To display the B&FC values at all times and positively promote them
3. To take responsibility for the promotion of the health, safety, wellbeing and mental wealth of self and others
4. To actively support B&FC commitments on safeguarding and promoting the welfare of children, young people and vulnerable adults
5. To pursue the achievement and integration of equality, diversity and inclusion, through widening participation in all B&FC activities
6. To actively support, and appropriately engage with the ‘One College’ ethos to promote positive student behaviour across B&FC
7. To be proactive in identifying and pursing opportunities that are appropriate to maintaining your own professional development, and to positively engage in the B&FC performance review scheme and all relevant training
8. To maintain the confidentiality and security of information and data at all times
9. Undertake any other tasks and responsibilities appropriate to the level of this post

This job description is current at the date shown and may be amended after consultation and agreement between management and the post holder.

April 2023

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| **http://www.blackpool.ac.uk/files/about/images/logo/web/b&fc_full_colour_sm.jpg**  **Person Specification** | | |
| **Administration Officer** | | |
| **Personal attributes required based on Job Description**  **Essential (E) Or Desirable (D)** | |  |
|  | **Qualifications** |  |
| 1 | To be qualified at Level 2 with a willingness to work towards L3, or demonstrable proven experience | **E** |
| 2 | Effective numeracy and literacy skills (GCSE Maths and English Grade C/4 equivalent or above), or willingness to work towards | **E** |
| 3 | First Aid at Work or Emergency First Aid trained, or willingness to undertake the course | **D** |
|  | **Experience** |  |
| 1 | Working within agreed deadlines and achieving targets | **E** |
| 2 | Experience of working with complex administrative procedures | **E** |
| 3 | Experience of working within a regulatory framework and applying government legislation | **D** |
| 4 | Experience of FE or HE computerised system for management of student data | **D** |
| 5 | Experience of registers/timetabling in an educational environment | **D** |
| 6 | Experience working in Further Education or Higher education | **D** |
|  | **Knowledge, Skills and Abilities** |  |
| 1 | Excellent organisational and administration skills alongside the ability to prioritise workloads and meet challenging deadlines | **E** |
| 2 | Ability to demonstrate competence in accurately inputting data into and extracting data from a computerised database | **E** |
| 3 | Proven ability to successfully communicate and work with colleagues at all levels in the organisation along with excellent teamwork skills. | **E** |
| 4 | Ability to be creative, pro-active, self-motivated and work on own initiative | **E** |
| 5 | Willingness to contribute to improve systems | **E** |
| 6 | Good IT skills to include Word and Excel | **E** |
| 7 | Awareness of data protection and GDPR, ability to maintain confidentiality and be responsible for confidential information | **E** |
| 8 | An understanding of audit processes and control systems | **D** |
| 9 | Knowledge and evidence of Digital Fluency including possession of Microsoft Innovative Educator Certification or willingness to obtain within three months of appointment | **E** |
|  | **Behaviours** |  |
| 1 | Demonstrable commitment to **delivering results** through taking responsibility for meeting objectives through communicating with impact, adopting a customer-centric focus and consistently measuring and improving | **E** |
| 2. | Successfully and actively **work together** engaging with colleagues across B&FC effectively and inclusively to achieve positive outcomes | **E** |
| 3. | To show commitment to a **future-focused** approach, actively contributing to the future success of B&FC through making effective decisions, demonstrating a commitment to B&FC values, vision, operational and strategical direction and a willingness to adapt to change | **E** |
|  | **Further Requirements** |  |
| 1 | To hold a full UK driving licence and access to a vehicle or equivalent mobility for business purposes (with the ability to maintain appropriate level of business insurance for car users) | **D** |
| 2. | To work flexible hours when required and on some occasions at late notice | **E** |
| 3 | Willingness to undertake further training, staff development and ongoing professional development | **E** |