

## JOB DESCRIPTION

General Details	
Job title:	Widening Participation & Student Finance Administrator
Subject area:	Student Support
Base location:	Manchester (some travel between sites will be expected)
Area of the Institution:	Registry
Contract type:	Permanent
FTE:	1.0
Band:	5
Salary:	£23,809.50 – £26,790.30
Date prepared:	March 2025
People Relationships	
Reporting to:	Access & Widening Participation Manager
Responsible for:	N/A

Job Purpose
<p>The role of the Access and Widening Participation (AWP) team is one of particular importance to UCFB as it supports those aspects of the institution’s academic strategies which are intended to improve access of, and progression of, certain targeted groups of students. Student Finance colleagues are responsible for the delivery of all aspects relating to Student Finance in accordance with UCFB’s procedures, policy and regulations.</p> <p>The post holder will have administrative responsibility for:</p> <ul style="list-style-type: none"> <li>• Initial point of enquiry service for matters relating to AWP and Student Finance related initiatives, schemes and/or awards</li> <li>• Supporting the application processes and maintaining comprehensive records of activity relating to AWP and Student Finance</li> <li>• Supporting the AWP Officer, Student Finance Officer and Student Support Management Team as required to ensure an effective and timely service provision</li> </ul>
Main activities
<p>Areas of operational responsibility include but are not limited to those outlined below:</p> <ol style="list-style-type: none"> <li>1. Working with the AWP Officer and Student Finance Officer to deliver the teams’ enquiry and advice service ensuring that regardless of the enquiry approach (face to face, email, virtual etc.) that: <ul style="list-style-type: none"> <li>• all enquiries are prioritised appropriately and responded to in a timely, supportive, inclusive and professional manner and in-line with the departmental policy and processes</li> <li>• all enquiry communication, inboxes and / or other appropriate notes are accurately entered onto the Institution student records management system</li> </ul> </li> </ol>

2. Administrative support as required to enable the efficient delivery of both existing and new AWP and Student Finance initiatives e.g:
  - scheme application processes
  - communication with applicants to each active scheme
  - maintaining accurate records for each scheme including updating applicant and student records where appropriate
  - supporting the financial processes administration and record keeping associated with each active scheme
  - servicing and minuting AWP, Student Finance and other meetings as required
  - contacting students in relation to collection of tuition fee payments and outstanding debts
3. Organisation of student meetings, groups or other activities required as part of a student's engagement with an active Institution AWP scheme
4. Communications to students engaged with an active AWP scheme to ensure they are informed in a clear and timely manner with regard to matters such as ongoing support provision and compliance monitoring requirements
5. Support the Student Support Management Team, AWP Officer and Student Finance Officer as required with data analysis and report production
6. Support as required in the delivery of Departmental milestone activities/events e.g. Open days, outreach events, clearing, enrolment, inductions, Graduation, drop-ins.
7. Build strong collaborative relationships with key internal and external stakeholders paying particular attention to the Institution's Student Community, Registry colleagues, and validating partner/s colleagues
8. To undertake appropriate staff development and professional training in line with the business objectives of UCFB
9. To work within the policies of Health and Safety and Equal Opportunities
10. To work flexibly and responsibly and undertake any other duties relevant to the level of the post

## Widening Participation & Student Finance Administrator - Person Specification

<b>HEI:</b> UCFB		<b>Location:</b> Manchester (some travel between sites will be expected)	
<b>Department:</b> Student Support		<b>Responsible to:</b> Access & Widening Participation Manager	
REQUIREMENTS	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT*
<b>1. Qualifications &amp; Training</b>	First degree (honours) or equivalent experience in a relevant field	Membership of relevant professional associations (e.g. AHEP, CMI, ILM)	1,2,4
<b>2. Previous Work Experience</b>	<p>Experience of working in an administrative capacity within an HE environment</p> <p>Experience of working as part of a team</p> <p>Knowledge of the QAA Quality Code and its impact and application across a Registry Service</p>	<p>Knowledge and experience of working in the AWP arena (ideally but not essentially gained in an HE environment)</p> <p>Understanding of the issues and challenges facing small, specialist Institutions and Higher Education providers</p> <p>Experience of using student administrative systems, preferably Tribal EBS and / or Tribal SITS systems</p>	1,2,4
<b>3. Specific Knowledge/ Skills/ Abilities Required</b>	<p>Well-developed interpersonal skills including:</p> <ul style="list-style-type: none"> <li>effective communication and articulation</li> <li>empathy and openness</li> <li>team working and collaboration</li> </ul> <p>Well developed and demonstrable levels of skill associated with:</p> <ul style="list-style-type: none"> <li>attention to detail</li> <li>accurate data entry</li> </ul> <p>Competency in IT which must encompass the:</p> <ul style="list-style-type: none"> <li>full MS Office suite</li> <li>ability to quickly adapt to using new systems and software</li> </ul>	<p>Good data analysis skills</p> <p>Ability to create documentation / presentations etc. in an engaging and audience appropriate formats:</p>	1,2,3,4, 5 (via probation period)
<b>4. Motivation/ Attitude</b>	Professional approach to work		2, 5 (via probation period)

	Reliable Organisational Skills Flexibility Excellent interpersonal skills		
<b>5. UCFB/Values</b>	Fair play for all One team united around sports education Bringing your best game		2, 5 (via probation period)
<b>*1=Application Form; 2=Interview; 3=Test/Presentation; 4=Documentary Evidence; 5=Other</b>			