



## Job Description

<b>Post/Job Title:</b>	<b>Student Money Advisor</b>
<b>Postholder:</b>	
<b>Ref:</b>	
<b>Location:</b>	<b>Any University Location</b>
<b>School/ Service:</b>	<b>Student Services</b>
<b>Department/Section:</b>	<b>Frontline Services</b>
<b>Normal hours per week</b>	<b>22</b>
<b>Some flexibility will be required in order to ensure that key timescales and deadlines are met</b>	
<b>Grade:</b>	<b>NSS BU Grade 4</b>
<b>Accountable to:</b>	<b>Student Money Advice Team Leader</b>

### **Job Purpose**

An integral part of the Frontline Services team the post holder will be responsible for providing a professional, accurate, effective and efficient student money advice service to all students, student representatives and staff on all areas of student funding, assisting students in accessing the various funding streams that may be available to support their studies.

### **Main Responsibilities**

1. To be the first point of contact, providing specialist financial support advice for students in respect of their funding with Student Finance England or other UK Funding bodies and all BU Funds available to support students.
2. To be the first point of contact for AskBU and other BU staff on general queries relating to student funding including mainstream funding and BU fund eligibility and availability.
3. Developing and maintaining a high level of understanding of all aspects of student funding applicable to all levels and modes of study. This requires the postholder to keep up-to-date with changes to statutory requirements and other appropriate developments in the HE sector.
4. Liaising with external agencies and authorities including Student Finance England, the Student Loans Company, NHS Bursaries and other funding bodies with regards to both general and specific instances involving students and applicants in order to resolve complex issues relating to their funding eligibility in order that students are able to access the maximum government funding available to them and undertaking ad-hoc reporting to funding providers to ensure students receive the funding they are entitled to.
5. Providing expert funding advice to students and staff to inform them of implications of changes to enrolment status, repeat years, course extension or change to mode of study, which affect a student's eligibility for government funding.
6. Demonstrating commitment to Service Excellence through the provision of personalised student focussed advice and supporting students to access all funding streams that may be available to them.
7. Responsible for the administration of BU's financial support funding and emergency loan schemes, assessing applications against the agreed policy and procedure criteria for each stream of funding as appropriate, taking into account external government benefits such as universal credit to establish a student's eligibility for an award, using discretion and professional judgement when making awards to ensure consistency.
8. Responsible for the administration of BU's bursary scheme, ensuring awards are made to students in line with the published criteria, through the automated system (SITS) process. Raise any problems or

recommendations to improve the process with the Student Money Advice Team Leader or BU's System (SITS) Development Team.

9. Contributing to the development and implementation of the administration processes falling within the remit of Student Services for financial support funding, ensuring that appropriate records are kept to comply with University regulations and procedures and external regulations.
10. Working closely with the Student Money Advice Team Leader to contribute ideas and develop and deliver materials for the purpose of raising student awareness of financial wellbeing,
11. To deliver accurate and relevant funding information to groups of students preparing for placements or study abroad.
12. To deliver accurate and relevant funding information to staff covering BU Open days and other general information events.
13. At all times maintaining student confidentiality and working within the requirements of the Data Protection Act, OISC guidelines and the University's Confidentiality Policy
14. To participate in BU wide events and activities such as Open Days, National Student Money Week, Confirmation & Clearing and Arrivals as required. This will require working over some evenings and weekends
15. To be proactive in seeking own continuing staff development to ensure that knowledge of student financial support requirements is up to date and that they keep abreast of changes and new developments in each area that may affect students.
16. Any other duties as required by the Student Money Advice Team Leader, the Head of Frontline Services and the Head of Student Services.

**Dimensions :**

Over 17,000 students, parents and other service users

**Contacts**

**Internal:**

All BU students and staff and SUBU

**External:**

Potential students, parents and carers, school careers advisors, statutory bodies, money advisers at other HEIs.

**Challenges**

The post-holder needs to develop and maintain an in-depth knowledge of current student financial support issues and available funding streams. The postholder needs to provide an excellent financial support service by ensuring that they provide accurate high quality information and guidance to students and other enquirers. They need an understanding of university processes, including those related to admissions, course structure and academic regulations in order to advise staff on the implications of changes to course status and structure or duration on student government funding eligibility. It is not always possible to provide solutions to students money issues and so the postholder will need to have the skills to be able to deliver 'bad news' in an empathetic manner.

**Information Governance Responsibilities**

**Data User**

- i. Comply with the associated data protection, information security, information management and information technology regulations, policies, processes and procedures.

**Safeguarding and Regulated Activity**

If the role involves engaging in regulated activity relevant to vulnerable groups including children and disabled adults, it is an offence to apply for and perform the role, if a person is barred from engaging in regulated activity. Further information is available in BU's Safeguarding Policy and Suitability Statement on the Recruitment and Employment of Ex-offenders.

### **Additional Information**

NB:

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

BU is an equal opportunities employer which values a diverse workforce. The post holder must at all times carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

Our highly skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe and who reflect a variety of backgrounds, talents, perspectives and experiences to build our global learning community. Through fused activity, the post holder must have an understanding of and commitment to promoting a global outlook.

All employees have an obligation to be aware of and comply with the Universities Sustainability Policy, Carbon Management Plan and associated documents, and to ensure that whilst at work they demonstrate the adoption of sustainable habits or practices and carry out their day-to-day activities in an environmental responsible manner.

January 2022



## Person Specification

Post / Job Title:	Student Money Advisor	Post No: POSN106558
School / Service:	Student Services	Date: November 2024
<b>SELECTION CRITERIA</b>		<b>Essential / Desirable</b>
Knowledge (including experience & qualifications)		
Educated to degree level standard or equivalent (Work experience will be applicable and can substitute for qualifications)		E
Experience/knowledge of the HE sector and in particular an understanding of student funding as it applies to HE students		D
Experience of providing advice and guidance and using initiative to make decisions within a client focussed service		E
Up-to-date knowledge of relevant legislation, including Data Protection and Confidentiality and its implications		E
Hold or be working towards NASMA accredited membership		D
Demonstrable understanding of diversity issues		E
Experience of providing advice and guidance and using initiative to make decisions within a client focussed service		E
NVQ2 qualification in Information Advice & Guidance or equivalent		D
Skills		
Excellent interpersonal skills with the ability to communicate effectively with staff and students at all levels/from all backgrounds		E
Excellent analytical and decision making skills		E
Demonstrable ability to understand and interpret complicated regulations and explain these effectively to students and staff		E
Demonstrable ability to communicate with a wide range of stakeholders, both internal and external, quickly assimilating complex information and deciding on the most appropriate course of action in the circumstances		E
Competent IT skills		E
Demonstrable proficiency in using databases or an enquiry management system to record and extract information to enhance service delivery		E
Excellent written and oral communication skills (including grammar and spelling)		E
Good level of numerical skills		E
Attributes		
Demonstrable ability to learn, retain and develop detailed and complex information		E
Demonstrable understanding of own limitations of knowledge/expertise and when to refer queries on		E
Demonstrable commitment to service excellence and continuous service improvement		E
Effective team worker		E
Tact, diplomacy and sensitivity		E
Well organised and able to prioritise tasks effectively		E
Able to represent the University professionally and positively with regards to presentation and conduct		E
Proven ability to remain calm under pressure and in challenging situations in a high pressured environment		E
A methodical approach to process, an aptitude for accuracy and attention to detail		E
Flexible positive and approachable attitude, embraces change and a willingness to adjust working hours according to service needs		E
Commitment to own continuing professional development		E