

## JOB DESCRIPTION

<b>Job Title:</b>	Student Administration Officer (Bursaries & Scholarships)
<b>Department / Unit:</b>	Student Administration
<b>Job type</b>	Full-time
<b>Grade:</b>	5
<b>Accountable to:</b>	Student Administration Manager (Enrolment Operations)
<b>Purpose of the Post</b>	
<p>Student Administration is responsible for all central administrative functions involved in the student lifecycle, including Enrolment, Academic Timetabling, Examinations, Graduation Ceremonies and Research Degree Administration; it also contains the Student Services Centre, which provides a central point of contact for students.</p> <p>The Student Administration Officer (Bursaries &amp; Scholarships) is responsible for co-ordinating and running the bursary identification and allocation processes to ensure that payments are made to students on the assigned dates.</p>	
<b>Key Tasks</b>	
<p>Co-ordinating and running the bursary identification and allocation processes to ensure that payments are made to students on the assigned dates. This includes working with colleagues in the Student Fees team to ensure that the correct information is in place for the payments to be actioned.</p> <p>Communicating with students regarding their eligibility for a bursary, including those students who have not provided sufficient evidence of their eligibility.</p> <p>Acting as point of contact for all students, applicants and staff in relation to undergraduate bursary and scholarship queries, including attending Open Days and Applicant Visitor Days to advise prospective students on undergraduate bursaries and scholarships.</p> <p>Working with colleagues across the College to ensure they are aware of the undergraduate bursaries and scholarships available and that they are able to answer basic queries.</p> <p>Working with relevant Professional Services teams to ensure correct implementation and communication of the Terms and Conditions for undergraduate bursaries.</p> <p>Providing a first line of communication to relevant external organisations in relation to undergraduate bursaries, including the Student Loans Company (SLC).</p> <p>Working with colleagues in IT to monitor and maintain the functionality of the Financial Aid module of the Banner Student Record System, including completing the annual set-up.</p> <p>Producing statistical information and undertake forecasting relating to bursary and scholarship awards and finances as required.</p>	

Co-ordinating the administration of College Travel Awards, including managing the advertisement of available awards, processing all applications, supporting the Travel Awards Panel and informing applicants of the outcomes.

Providing secretarial support for bursary and scholarship stakeholder groups.

Maintaining the undergraduate bursaries and scholarships and Travel Award webpages.

Undertaking the continuous review of practices and processes to ensure accuracy and efficiency, including maintaining and meeting KPIs, to provide the best possible experience for students.

Support the Enrolment and Records Team to complete key tasks including, but not limited to, student movements (i.e. interruptions, change of degrees and withdrawals), assigning and answering queries through the enquiry management system, enrolment checks and cover for the Tuition Fees Billing Officer when required.

Support the Exams and Graduation Team to complete key tasks including, but not limited to, exam stationery arrangements, exam paper checking and ticket allocation.

#### **Other Duties**

All members of Student Administration are expected to assist with the key events run by Student Administration; Enrolment, College Examinations and Graduation and are expected to work as a team.

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

#### **Internal and external relationships**

The following list is not exhaustive but the post holder will be required to liaise with:

##### **Internal:**

- Student Fees Team
- IT
- Student Services
- Marketing & Communications including the Admissions Team
- Academic Departments – Administrative and Academic Staff
- Finance Team

##### **External:**

- Student Loans Company