

JOB DESCRIPTION

Job Title:	Student Administration Officer (Bursaries & Scholarships)
Department / Unit:	Student Administration
Job type	Full-time
Grade:	5
Accountable to:	Student Administration Senior Manager (Enrolment and Records)
Accountable for:	None
Purpose of the Post	
<p>Student Administration is responsible for delivering the core administrative functions involved in the student lifecycle, from Enrolment to Results. The department is focused on delivering an excellent student experience by developing and delivering effective and efficient processes to support students through their journey at the College.</p> <p>The Department is composed of Student Administration Operations, the Student Services Centre, the Doctoral School, Academic Investigations and the 6 School Administrative Teams.</p> <p>The Student Administration Officer (Bursaries & 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>	
Key Tasks	
<ul style="list-style-type: none"> • 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. 	
<ul style="list-style-type: none"> • Communicating with students regarding their eligibility for a bursary, including those students who have not provided sufficient evidence of their eligibility. 	
<ul style="list-style-type: none"> • 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. 	
<ul style="list-style-type: none"> • 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. 	
<ul style="list-style-type: none"> • Working with Marketing and Communications to ensure correct implementation and communication of the Terms and Conditions for undergraduate bursaries. 	
<ul style="list-style-type: none"> • Providing a first line of communication to relevant external organisations in relation to undergraduate bursaries, including the Student Loans Company (SLC). 	

- 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.
- Producing statistical information and undertake forecasting relating to bursary and scholarship awards and finances as required.
- Co-ordinating the administration of College Travel Awards, including managing the advertisement of available awards, processing all applications, supporting the allocation panel and informing applicants of the outcomes.
- Providing secretarial support for the Academic Fees and Awards Group and Travel Awards Panel.
- Maintaining the undergraduate bursaries and scholarships and Travel Award webpages.
- Documenting procedures and develop processes in relation to undergraduate bursary allocation and Travel Awards.
- 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 Billing Officer with billing when required and assist with billing/Student Loan queries.

Other Duties

The duties listed above may be varied from time to time as dictated by the changing needs of the College. The post holder will also be expected to undertake additional duties as appropriate and as requested by their manager.

All members of Student Administration are expected to assist with key College events including Enrolment (September) and Graduation (December and May)

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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

External:

- Student Loans Company