



Job Description

Job Title:	Money and Funding Adviser
Department:	Student Life
Job type:	Part-Time, Permanent, Professional Services
Grade:	RHUL 6
Accountable to:	Head of International and Money Advice
Accountable for:	n/a
Purpose of the Post	
The Student Life directorate consists of a broad range of student services contributing to the health, wellbeing, personal journey and experience of students at Royal Holloway. Within this directorate the International and Money Advice Team leads on the provision of guidance and specialist advice to prospective and current students, supporting informed decision-making on funding, visas and immigration, and enabling equitable access to, and successful engagement with, university life. Our Money & Funding Advisers provide specialist, impartial advice and support to students experiencing financial difficulties or seeking guidance on managing their finances. They offer expertise across a range of areas including student funding, budgeting, and financial wellbeing. The post holder will work collaboratively with colleagues across Student Life and the wider University to deliver services, communications and events that enhance financial capability, support student success, and contribute to an inclusive and supportive student experience.	
Key Tasks	
Money Advice and Guidance	
• Provide specialist, impartial and confidential money advice and guidance to students, ensuring information is accurate, accessible, and delivered in a timely manner. • Deliver a high-quality, student-centred service by managing enquiries through appointments, drop-ins, and online channels, responding efficiently and empathetically to student needs. • Offer guidance on a range of financial topics, including: Student finance and loan regulations and processes, Budgeting, money management, and financial planning, and sources of funding and financial support • Develop, maintain, and regularly review clear and up-to-date resources to support student financial wellbeing. • Monitor developments in student finance policy and funding provision, assessing their impact on students and supporting the Head in adapting advice and services accordingly.	
Student Support and Casework	

- Act as a first point of contact for students experiencing financial hardship, providing early intervention and support.
- Manage a caseload of students, delivering tailored advice and applying professional judgement to assess need and recommend appropriate support.
- Support students in identifying and accessing funding opportunities, including government loans, institutional funds, and external sources such as charitable trusts.
- Provide advice to prospective students and their supporters on student finance, funding options, and repayment processes.
- Administer hardship funds and short-term loans, including the assessment of applications and the communication of outcomes.
- Work collaboratively with the Student Fees team to support students in debt to the university, offering realistic budgeting advice and financial planning.
- Handle complex and sensitive cases with professionalism, ensuring appropriate follow-up, escalation, and safeguarding considerations where required.
- Ensure all casework is recorded accurately, confidentially, and in line with institutional and regulatory requirements.
- Provide inclusive, student-centred support, recognising the needs of students from diverse backgrounds and those with multiple or complex vulnerabilities.
- Identify when students require additional support and refer or signpost to appropriate internal and external services.

Outreach and Financial Capability

- Design and deliver workshops, presentations, and training sessions to enhance students' financial capability and confidence.
- Develop engaging and accessible resources and communications for a diverse student audience, including current and prospective students.
- Contribute to institutional events and initiatives, including open days, inductions, and widening participation activities.
- Promote financial wellbeing and raise awareness of available support services, encouraging early engagement.
- Promote and support the effective use of Blackbullion as the University's financial capability platform, including: Developing and curating content, Encouraging student engagement, Integrating into workshops and communications, and Monitoring usage and impact
- Prepare and deliver presentations, workshops, trainings, and information resources for a range of audiences, including current students, prospective students, their parents, schools, and colleagues across the university, using a variety of models, on student mental health & wellbeing. Support the co-ordination, update and production of department and team publicity materials and resources.
- Participate fully in open days and other visit days, the first-year experience of new entrants, widening participation and retention initiatives and contribute to the co-ordination and/ or delivery of wellbeing related events, campaigns, and projects, (e.g., Induction events, information drop-ins etc.)

Collaboration and Stakeholder Engagement

- Work collaboratively with colleagues across Student Life, academic departments, and professional services to deliver a joined-up approach to student support.

- Build and maintain strong relationships with key stakeholders, including: Student Fees team, Students' Union Advice Centre, Academic departments and External organisations such as Student Finance England and NASMA
- Act as a specialist point of contact, providing advice, guidance, and insight to colleagues and stakeholders across the University.

Service Development and Strategy

- Monitor trends and emerging issues in student financial hardship, contributing insight to the Head of International and Money Advice to inform service development.
- Support the Head of International and Money Advice in the development and implementation of strategies and initiatives to enhance financial wellbeing provision across the student lifecycle.
- In collaboration with the Head of International and Money Advice, contribute to continuous service improvement, identifying opportunities to enhance processes, resources, and student engagement.
- Maintain accurate reporting systems for hardship funds, including institutional and external funding streams (e.g. OfS funding).

Compliance and Professional Practice

- Ensure all activities are compliant with relevant legislation, regulatory requirements, and sector guidance.
- Maintain accurate records and produce reports for internal and external stakeholders, supporting transparency and accountability.
- Engage with professional networks (e.g. NASMA) to remain informed of sector developments, best practice, and policy changes

General

- Under the direction of the Manager and Director work to promote the advice and wellbeing services to all students and contribute to the activities of Student Life Directorate and Student Journey Division in support of the strategic & operational aims and outreach activities.
- Engage in regular supervision with an internal Mental Health & Wellbeing Supervisor with a focus on debriefing following complex and challenging student cases.

Other Duties

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

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

Our Values

Advancing equity and inclusion is central to our identity as a University of Social Purpose, guided by our values of being Respectful, Innovative, Open, and Daring. We strive to build a fair and inclusive environment for all colleagues and students, where we challenge ourselves and others with integrity, and approach difference with understanding and kindness. Every member of our community is expected to treat others with dignity, work collaboratively across a wide range of backgrounds and perspectives, and contribute to a place where everyone can participate fully and feel valued.

Person Specification

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

Job Title: Money and Funding Adviser

Department: Student Life

Criteria	Essential	Desirable
Knowledge, Education, Qualifications and Training		
Educated to degree level or equivalent professional experience	X	
Knowledge of student finance process, funding frameworks, and financial wellbeing approaches		X
Awareness of financial advice issues within a Higher or Further Education context	X	
Training or experience in, income maximisation, money management and budgeting skills		X
Skills and Abilities		
Ability to provide specialist, impartial and confidential advice, applying sound professional judgement	X	
Excellent verbal and written communication skills, with ability to explain complex information clearly	X	
Ability to design and deliver presentations, workshops and group sessions	X	
Strong organisational skills with ability to manage and prioritise a caseload and workload effectively	X	
Ability to work independently, use initiative, and respond effectively in fast-paced or crisis situations	X	
Experience of accurate record-keeping with strong attention to detail	X	
Ability to build collaborative relationships with internal and external stakeholders	X	
Experience		
Experience of delivering student-facing advice or support services	X	
Experience of managing a caseload, including prioritisation and follow-up	X	
Experience of working with students or clients with complex needs or vulnerabilities	X	
Experience of working in a collaborative, multi-disciplinary environment	X	
Experience of working in a finance, advice, or support setting		X
Experience of using financial capability tools or delivering financial education initiatives		X

Other Requirements		
Flexibility to work occasional evenings or weekends	X	
Ability to manage annual leave flexibly around peak service periods (e.g. term time)	X	