



### **Job Description**

<b>Job Title:</b>	Student Finance Adviser
<b>Salary Band:</b>	Band 3
<b>Working Hours:</b>	Full Time – 35 hours per week

#### **Overall purpose/accountabilities**

Support the effective operation to a professional, specialist advice, guidance, and support service to all students at the University of Sunderland in London (UoSIL) with a focus on issues relating to money matters affecting students, including Student Finance England applications.

Be a key member and representative of the wider Services for Students team, working collaboratively as part of an integrated service to deliver a high-quality student experience.

Support, develop and promote financial wellbeing strategies, including campaigns and events for students.

Support the Head and Assistant Head of Service for Students in the continuous review and development of service provision.

Provide effective liaison across the university and between statutory, third sector and external providers in the provision of support to students in relation to financial matters and their overall health and wellbeing.

Provide specialist support, to a caseload of students in relation to hardship, financial management and financial wellbeing.

Provide advice and guidance in matters relating to tuition fees, student loans, and other financial support available.

Deliver and champion excellent customer service to all stakeholders at all times.

#### **Reporting lines:**

This job reports to Assistant Head of Services for Students (Wellbeing and Specialist AIG)

**Staff reporting to this job:** N/A

**Main duties:**

Be the key point of contact for students and staff within Services for Students and across UoSIL in the area of Student Finance.

Manage a varied caseload of students, including responsibility for leading on the management of complex student cases where the priority is related to financial matters, escalating as appropriate.

Assess, directly support and onward refer students with issues relating to money matters and their general wellbeing.

Respond appropriately to high-risk presentations and situations, managing, signposting and escalation.

Participate in 'case review' meetings where staff across UoSIL meet to discuss how best to support a student, advising on financial considerations and linking with internal and external stakeholders as appropriate.

Work with colleagues in planning, designing, and implementing a range of groups and workshops and events for students.

Assess and respond to risk and provide support around wider safeguarding concerns.

Provide training to groups of staff to facilitate a better understanding of students' financial difficulties and how to support them.

Maintain appropriate records, providing reporting and analysis related to the service when required.

Participate in any professional training and development as required.

Work in line with university policies, procedures and regulations and promote equality and inclusion.

Support as required to ensure any student complaints are appropriately investigated and given fair consideration.

Support annual department planning and contribute to budget considerations.

Any other duties commensurate with the nature and band of the role.

Identify and participate in continuous professional development as appropriate.

Promote and encourage the practice of the University's equality and diversity principles in contacts with all staff, students and partners and promote corporate values through all streams of the role.

Commitment to effective delivery of an excellent student experience to all learners.

Any other duties commensurate with the nature of the job, as determined by an appropriate manager.

**Special factors:**

A flexible approach to work is required with occasional evening and weekend work and national travel to Sunderland campus may be required on occasion. Annual leave may be restricted at certain times of the year so as to accommodate business needs.

On occasion, as part of an integrated Service for Students, you may be required to cover and support colleagues across the service.

### **Person Specification**

<b>Essential</b>	<div data-bbox="371 622 568 656" data-label="Section-Header"> <h4><b>Qualifications</b></h4> </div> <div data-bbox="371 678 1334 806" data-label="Text"> <p>Educated to A-level standard or equivalent.</p> <p>Willingness to work towards accreditation with the National Association of Student Money Advisors (NASMA).</p> </div> <div data-bbox="371 884 531 918" data-label="Section-Header"> <h4><b>Experience</b></h4> </div> <div data-bbox="371 940 1417 1400" data-label="Text"> <p>Experience providing advice, guidance or support to adults or young people on financial matters.</p> <p>Experience of understanding and applying policies, regulations, guidelines or legislation in a university or comparable setting.</p> <p>Experience of handling urgent and complex situations with students.</p> <p>Experience of working with groups and the design and delivery of workshops.</p> <p>Experience of co-ordinating and managing a large caseload effectively including liaison with internal and external support services.</p> <p>Experience of implementing policy, procedures and undertaking service provision review.</p> </div> <div data-bbox="371 1440 628 1473" data-label="Section-Header"> <h4><b>Skills &amp; Attributes</b></h4> </div> <div data-bbox="371 1496 1422 1993" data-label="Text"> <p>Excellent communication skills, written and oral.</p> <p>Excellent interpersonal skills, including the ability to collaborate with internal and external colleagues at all levels.</p> <p>Ability to make effective and appropriate use of student information and management systems.</p> <p>Ability to adhere to professional behaviours and collaborative working with a range of individuals.</p> <p>Excellent organisational skills and the ability to manage a caseload and projects, meeting deadlines and targets.</p> <p>Ability to remain calm and empathetic under pressure, including when dealing with complex or high-risk student cases.</p> </div>
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	<p>Ability to present information clearly and accurately.</p> <p>Commitment to equal opportunities, confidentiality, and a student-centred approach</p>
<b>Desirable</b>	<p><b>Qualifications</b></p> <p>Educated to degree level or equivalent.</p> <p>Accreditation status with the National Association of Student Money Advisors (NASMA).</p>
	<p><b>Experience</b></p> <p>Experience of providing structured advice on financial issues facing students in Higher Education.</p> <p>Working knowledge of Student Finance England with experience of supporting students to complete the application process.</p> <p>Knowledge of the HE sector and student support services provision and administration.</p> <p>Experience of supporting international and non-traditional students.</p> <p>Experience and/or knowledge of student mental health provision.</p> <p>Experience of working with professional specialists in the fields of mental health, disabilities, and international student advice.</p>
	<p><b>Skills &amp; Attributes</b></p> <p>Ability to prepare and present reports.</p>

**DATE CREATED:     March 2023**