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| **Student Funding Adviser**  | ENU_Logo_CMYK |
| **Role Description**  |  |
| **Grade & salary:** | Grade 4  |
| **Campus location:** | Sighthill |
| **Line manager:** | Student Funding Team Leader |
| **Line management responsibility for:** | N/A |
| **Organisational structure:** | [ ]  Tick to confirm attached |
| **Role summary:** | Student Wellbeing and Inclusion works to provide high quality, professional services to support potential and current students from their initial enquiry to Edinburgh Napier University through to graduation. Within the Wellbeing and Inclusion service the Student Funding team manage and award a range of student financial support funds. These include the Student Awards Agency for Scotland (SAAS) Discretionary Fund, Childcare Fund, Nursing and Midwifery Discretionary Fund and a range of other relevant funds including both internal and external scholarships and bursaries. We are recruiting to a role that offers a significant and exciting opportunity to be part of a growing team who continue to develop and innovate a student focused service provision. The Student Funding Adviser is responsible for providing information and advice on all aspects of student funding to current and prospective students and their families, to members of staff at the University and to outside agencies. You will also be responsible for supporting students in preparing and submitting funding applications and assisting in the management of the relevant funds and scholarships which provide financial support to students. |
| **Main Duties and Responsibilities** |
| * To support students in preparing funding applications and make a preliminary assessment of applications; ensure all relevant information is available in order for the final assessment to be made, to assist in the final decision making on level of award within agreed timescales, advise students on the outcome of their application to all relevant funds administered by Student Funding and administer the payments.
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| * To liaise with and advise all areas within the University on issues relating to financial provision for students and to network with external stakeholders, including the Finance team, Edinburgh Napier Students’ Association, the academic community, staff across the professional services, Student Award Agency for Scotland (SAAS) and other higher and further education institutions.
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| * To assist in the promotion of financial support to students and to prepare, update and ensure distribution of relevant information on all aspects of student funding and financial support across multiple campuses, external website, myNapier and the Staff Intranet, and by means of money awareness events throughout the year.
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| * To assist with the ongoing maintenance of records to enable the preparation of statistics for regular reports, including to SAAS and university auditors, and in support of evaluation activity.
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| * To advise students on the eligibility and process of application to all funds managed by the Student Funding team, and to signpost where appropriate.
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| * Understand the services offered by other university departments and relevant community-based services and refer students to the appropriate sources of additional or specialist support as required.
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| * Work with the Student Funding Team Leader and other team members to continuously improve service delivery by contributing to service evaluation and reporting to aid strategic planning and enhancement of services.
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| * Understand and comply with the policies and procedures of the Student Funding Team and wider Student Wellbeing and Inclusion team, including policies on data sharing & confidentiality, record-keeping, safeguarding framework, responding to emergencies, and escalation of matters relating to students in crisis.
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| * Promote the services provided by Wellbeing and Inclusion, and external organisations, to students, academic staff, professional services staff and external parties at events including Open Days, Inductions, Matriculation, Fresher’s Fair, Graduation ceremonies and any other events as deemed appropriate by the Student Funding Team Leader.
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| * Flexibility required (sometimes at short notice) to cover sick absence or annual leave to ensure the smooth running of frontline services.
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| * To participate in the University’s Personal Development & Review scheme
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| * To undertake any other duties as may be reasonably required.
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| **Student Funding Adviser**  | ENU_Logo_CMYK |
| **Person Specification** |  |
| **Attributes** | * **Essential Selection Criteria**
 | **Desirable Selection Criteria**  |
| Education/Qualifications | Degree or extensive relevant experience |  |
| Experience  | Experience of the administration of funds to individuals in the public, education or Third sector.Experience of assessment of statements of personal income and expenditureProven track record in supporting customers/students in financial difficultiesSignificant experience of working in a role in a busy, professional, customer focused environment.Experience of managing financial systems and records. Experience of working effectively with a range of internal and external partners. Experience of creating and writing reports.Experience of dealing with enquirers, some of whom may be anxious or upset. | Experience of providing information/ advice/guidance to students or others as part of an advisory or support role.Knowledge or experience of the Equality Act within education.Knowledge of Data Protection requirements.Experience of using/writing for websites in service promotion and/or delivery.Experience of providing budgeting adviceExperience of using SITS or another central student records system |
| Skills/Personal Requirements | Excellent communication, interpersonal and customer service skills Excellent numeracy skills and ability to analyse figures, including experience of preparing management information and reports. Excellent organisation and time management skills and ability to work to deadlines and produce work which requires a high level of accuracy and attention to detail.Empathetic and approachable manner and ability to relate to others with sensitivity, tact and respect, and to build rapport with others observing the need for confidentiality. Significant experience of using standard IT desktop applications/software.Self-motivating with the ability to use initiativeProactive, positive and collaborative approach to working with a wide range of colleagues at all levelsAbility to maintain confidentiality and deal with a diverse range of clients with professionalism and sensitivityEmotional resilience and ability to deal effectively with communication and shared information that may be emotionally challenging.Commitment to upholding University values and behaviours and an understanding of and respect for diversity, including the ability to engage with students from a wide range of cultures and with a range of support needs.Willingness to work flexible hours, including occasional evening and weekend work | Expertise or interest in developing specialist funding related IT and database skills. |