

**University of Derby Job Description**

# **Job Summary**

## **Job Title**

Student Money Advice & Rights Team (SMART) Advisor

## **College/Department**

Student Services, The Registry

## **Location**

Kedleston Road

## **Job Reference Number**

0576-21

## **Salary**

£21,007 to £22,627 per annum

## **Reports To**

Student Money Advice & Rights Team Coordinator

## **Line Management Responsibility**

No

# **Job Description and Person Specification**

## **Role Summary**

As a key member of the Student Money Advice & Rights Team (SMART), the post holder will provide information, advice and guidance in all areas of student funding, financial support and University Bursary schemes.

The SMART Team are responsible for administering the Discretionary Support Fund, University Bursary schemes and any other University and Government schemes as required.

The post holder will need to have a working knowledge of the wider services of the Registry to enable them to deliver a seamless service to students and staff.

This role works closely with:

* Students
* Colleagues in Student Wellbeing, Student Services, programme teams and professional services
* External stakeholders and other public bodies

## **Principal Accountabilities**

1. Deliver professional information, advice and guidance to students via e-mail, face to face and via multi-media in line with the competency framework.
2. To administer, monitor, process and maintain all applications in conjunction with University guidelines on the assessment of funds to students through the University Bursary schemes and Discretionary Support Fund.
3. To assist with the processing, maintenance and monitoring of the Student Loans Company (SLC) Bursary Administration Service database in accordance with guidance stipulated.
4. Have a good understanding of the University and the student journey, to advise students and staff on University procedures, services and support effective sign posting.
5. Work collaboratively with all areas of the University to ensure the best response to students.
6. Contribute to the development and positive promotion of Student Services.
7. Ensure an inclusive service with a focus on delivering excellence.
8. To assist and support University Open Days promoting the University and giving guidance to prospective students and staff.
9. Any other duties commensurate with the level of responsibility of the post and as required by the line manager

## **Person Specification**

### **Essential Criteria**

#### **Qualifications**

* ‘A’ Level or equivalent relevant experience
* Minimum GCSE Maths and English at grade C or equivalent
* IT qualification or equivalent significant work based experience

#### **Experience**

* Delivering information, advice and guidance, preferably within a student support or Higher Education setting
* Experience of working in an administrative role
* Working collaboratively across boundaries to achieve common goals
* Experience in presenting detailed information to a variety of internal and external stakeholders in both written and verbal form

#### **Skills, knowledge & abilities**

* Excellent interpersonal skills
* Ability to use Excel at an advanced level to perform *VLOOKUP, Data manipulation and presentation*
* Ability to demonstrate tact and diplomacy in dealing with a wide range of contacts both internal and external to the University
* Ability to take a professional approach and work on own initiative
* Excellent written and verbal communication skills
* Attention to detail
* Confident and able to demonstrate digital competency across a range of technologies
* Excellent organisational skills
* Able to take responsibility and proactively resolve matters, taking on a sense of ownership
* Confidence to question and investigate beyond first impressions
* Ability to commit to the philosophy of the SMART Team and Student Services
* Ability to seek creative and optimised solutions
* Ability to see and consider the bigger picture; asking searching questions to resolve issues.
* Undertake all tasks with a positive and inclusive attitude

### **Desirable Criteria**

#### **Qualifications**

* HND or equivalent

#### **Experience**

* Working in the HE sector
* Working in a financial / debt management setting and budgeting

#### **Skills, knowledge and abilities**

* Ability to assimilate written and verbal information into guidance
* Ability to work in a fast-paced environment
* Excellent copy writing skills

# **Benefits**

As well as competitive pay scales, we offer generous holiday entitlement. We also offer opportunities for further salary progression based on performance, and the opportunity to join a contributory pension scheme.

The University of Derby is committed to promoting equality, diversity and inclusion. However you identify, we actively celebrate the knowledge, experience and talents each person brings

For more information on the benefits of working at the University of Derby go to [the Benefit pages of our website.](https://jobs.derby.ac.uk/display.aspx?id=1912&pid=0&tabId=230)