

**Job Title:** Student Loan Funding Administrator  
**Grade:** 5  
**Salary:** £26,338 to £30,805 per annum, pro-rata  
**Department:** Student Fees and Income Management, Finance  
**Hours/Contract:** Part-time (0.6 FTE, 21 hours per week) Permanent  
**Job Family:** Management and administration  
**Reference:** 12032

## Role Purpose

To be responsible for all specialist Student Loan related processes, including the fee collection from Student Loan Company and other student loan funding bodies.

To support with the US Loans processes and audits.

To provide comprehensive financial administration and to be highly customer focused with the ability to give sound advice and guidance to all individuals to resolve any questions they have.

## Main Duties and Responsibilities

### Student Loan Funding

- Run attendance confirmation reports to ensure that the University receives the tuition fees from all Student Finance funding bodies in a timely manner.
- Run registration confirmation reports to ensure that students receive their maintenance in a timely manner.
- Contact students by various types of communication methods and conduct face to face or Microsoft Teams conversations.
- Respond to their questions by various types of communication methods providing comprehensive advice and guidance and navigating the complexity of their situation and signposting where necessary.
- Processing of electronic updates regarding changes to a student's status.
- Provide expert advice to students and departments regarding Student Loan Funding.
- Ensure that all policies, regulations, legislations, and procedures are adhered to and that financial transactions and documentation are financially compliant, escalating where necessary. Demonstrate an understanding the policies and procedures and their applications, in relation to the role, standards of service, and reporting needs.
- Update and maintain accurate financial records on the University financial system.
- To complete student related processes for students receiving funding either from the US Federal Government or US Private loans.
- To assist with the annual US Federal Government processes and audits.

### Customer Service & Support

- Receive, respond to and resolve student loan enquiries and problems, utilising experience and judgement to resolve more complex problems. Judging when to pass on to, or involve, the



appropriate point of escalation, to provide an effective service and clear advice to colleagues and customers.

- Handle and resolve complaints and navigate difficult conversations, whilst remaining calm and professional
- Recognise and understand the impact of any issues arising and propose and contribute towards implementing solutions to ensure appropriate resolution.
- Deliver a range of administrative and/or customer services in support of existing systems or processes to an agreed standard or specification, to maximise service quality and continuity.

### **Supporting improvement and change**

- Work as part of the team with a common purpose and agreed operating principles. As a member of the team, take responsibility for responding quickly and proactively to demand, and using data and experiences to shape new processes and approaches where applicable to continually improve the service offering.
- Take part in training sessions and the development and continuous improvement of all procedure and process documentation
- Contribute to working groups outside of the office to share knowledge and assist with development of procedures and systems impacting the collection and management of income to the university.

### **Internal and External Relationships**

#### **Internal**

- Colleagues in the central finance team
- Professional services staff in the Corporate Services
- Professional services staff in External Relations
- Professional services staff in the Student and Academic Services
- Members of staff in Colleges, Schools and Departments

#### **External**

- Internal and external auditors and regulatory bodies as directed by management.
- Financial and System service providers (such as Barclays Bank, Flywire, Convera for example)
- Collaborative partners / agents
- Students, Agents/partnerships
- The Student Loans Company
- The US Federal Government





## Planning and Organising

- Expected to work collaboratively with the rest of the team under minimal supervision. Effectively plan and organise own allocated workload, including planning for the weeks ahead for successful delivery of team goals, referring to senior colleagues as necessary.
- This is a hybrid role and you will be required to work on campus minimum of two to three days a week.
- Evening and weekend work will be expected at certain times of the debt recovery cycle.

## Qualifications, Knowledge and Experience

### Essential

- Educated to A level standard or equivalent, or relevant work experience in a comparable setting\*
- Experience of Student loan processes

### Desirable

- Experience of using SAP finance software package.
- Experience of working with a student records database.
- Experience working in Further or Higher Education administration and/or familiarity with the higher education environment, issues and developments.

## Skills, Abilities and Competencies

### Essential

- Able to demonstrate high level of accuracy and attention to detail\*
- Excellent oral and written skills in order to communicate effectively\*
- Ability to work in a fast past environment under pressure\*
- Ability to identify solutions using a pragmatic and logical approach to problem solving \*
- Excellent organisational skills and ability to prioritise work\*
- Excellent customer service skills demonstrated through previous roles \*
- Good IT skills including Microsoft Office\*

### Desirable

- Awareness of University financial regulations and the importance of rules and regulations
- Willingness to be flexible towards duties and adaptable to change
- Ability to interpret relevant policies and procedures.

***\*Criteria to be used in shortlisting candidates for interview***





### Criminal Declaration

If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.

### Supporting University Activities

As a University of Leicester citizen, you are expected to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We expect all staff as citizens to work flexibly across the University if required.

### University Values

**Inclusive** - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

**Inspiring** - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

**Impactful** - As Citizens of Change we will generate new ideas which deliver impact and empower our community

### Equity and Diversity

We believe that equity, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equity support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equity, diversity and inclusion.

