

# Job Description

## Scholarships Co-Ordinator

<b>Salary:</b>	Grade 5
<b>Contract:</b>	Full time, ongoing
<b>Location:</b>	Canterbury/Medway Campus
<b>Responsible to:</b>	Student Finance Support Manager
<b>Job family:</b>	Administrative, professional and managerial

### Job purpose

The Scholarships Coordinator works with and assists the Student Finance Support Manager in the administration and coordination of Scholarships and UK Research Council competitions. Liaising with the wider Finance team, Schools, Admissions and the Graduate Research College, they ensure the efficient operations of scholarships and UK Research Council advertising including applications, administration and stipend payments.

They are responsible for the administration of applicant and current student scholarship queries, eligibility checking, panel setting, shortlisting, interviews, finalising the awards and sending formal paperwork to recipients, updating internal and external databases, payment of expenses and stipend payments.

### Key accountabilities

The following are the main duties for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

- Provide administrative support (including website updates) and act as the first point of contact, providing advice and information to enquirers, in response to queries from future students, current students, university staff, and external enquirers concerning all aspects of scholarships including UK Research Council applications and relevant terms and conditions.
- Administer scholarships, discounts and competitions, receive and collate applications, correspond with and provide assistance to applicants, academic schools and departments, and coordinate scholarship interviews.
- Undertake a range of tasks to effectively monitor and progress each applicant through the scholarship or discount stages linked to their application, ensuring the applicant is informed of changes and interview information.
- Administer a range of financial processes within the Scholarships Office to ensure that students in receipt of scholarships and UK Research Council funding are paid correctly and that all financial transactions are recorded and reconciled.
- Monitor and record all aspects of scholarships information to ensure that accurate records are maintained and managed within internal and external databases for scholarship applications and students in receipt of funding.
- Assist the Student Finance Support Manager in the administration of UK Research Council payment of funding to students, maintain and update information in the Research Council's database and deputise in their absence.
- Take a proactive approach to administrative support and procedures that facilitate the efficient working of the Scholarships Office.

- Support the creation of a culture that is highly performance and contribution focused, built on a foundation of equality, diversity, belonging and inclusivity and that inspires people to bring their best every day.
- Support and represent the university at recruitment and conversion activities such as Open Days, Applicant Days and Clearing, Saturdays and evenings, in order to publicise, promote and respond to queries from potential applicants about scholarship schemes and funding.

## Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

- Having a good knowledge and understanding of relevant procedures, terms & conditions, and regulations of scholarships and UK Research Councils terms and conditions and regulations to be able to explain and respond to a wide range of enquiries, sometimes of a complex or non-routine nature, whilst recognising when it is appropriate to refer to someone else for specialist advice.
- Working independently and planning own workload with minimum day to day supervision, within defined procedures and to deadlines. Allocating to others if required. Managing priorities when there are equally urgent jobs to be done or deadlines to meet, and reacting to changing priorities when required.
- Maintaining accuracy when dealing with financial and student data, particularly with large volumes of data and in a busy environment with frequent interruptions.
- Taking a proactive approach to administrative support within the Scholarships Office. Contributing to the development and implementation of new procedures and systems.

## Facts & figures

The Scholarship team is responsible for managing scholarships for approx. up to 1,000 students to the value of £2m/annum. The team consists of 8 posts, and is situated within the Student Funding team. The role holder will report directly to Student Funding Manager.

## Internal & external relationships

**Internal:** External Engagement, academics, Heads of Schools, Graduate and Researcher College, finance colleagues, current students, Development and Alumni Engagement, Major Campaigns and Philanthropy, and International Recruitment.

**External:** Potential undergraduate and postgraduate students, parents of students, members of scholarship panels, external funding bodies, UK Research Councils, staff from other Universities.

## Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Regular use of Screen Display Equipment
- Repetitive limb movements
- Conflict resolution
- Pressure to meet important deadlines such as might be inherent in high profile projects
- There may be a requirement to work evenings and weekends
- Ability to occasionally travel in a timely and efficient manner between campuses

## Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

**Essential Criteria:**

- Educated in GCSE English & Math's (Grade C/4 or above) or equivalent (A)
- Educated to A Level or equivalent (A)
- Experience of working in a similar, busy administrative role, particularly in a scholarships, or student admissions environment (A,I)
- Computer literate; experience of working with Microsoft Office, familiarity with and ability to operate databases, knowledge of web authoring. (A,I)
- Experience of working as a member of a team and to tight deadlines (A,I)
- Ability to organise own workload, to use initiative and to work independently (A,I)
- Ability to work quickly, accurately and concisely and to respond to written communications effectively (A,T)
- Ability to pay close attention to detail and maintain accuracy in both written and financial work (T)
- Excellent telephone manner and verbal communication skills (I)
- Good interpersonal skills and ability to deal with a wide range of people at all levels in a friendly and professional manner (I)
- Experience of working in a confidential environment (I)
- Firm commitment to achieving the University's vision and values, with a passion for a transformative student experience and multidisciplinary, impactful research (I)
- Commitment to deliver and promote equality, diversity and inclusivity in the day to day work of the role (I)

**Desirable Criteria:**

- Bachelor's degree or equivalent professional experience (A)
- Experience of working in or knowledge and understanding of HE (A,I)

*Assessment stage: A - Application; I - Interview; T - Test/presentation at interview stage*