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**Job Description:**

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| **Post:** | Student Travel & Support Adviser (27 hours per week, TTO 40 weeks per year, predominantly based at Alton campus) |
| **Salary Grade:** | Grade 3 Spine Point 12 (fixed point) £22,406.71 (actual salary £14,589.98) |
| **Responsible to:** | Student Travel & Support Co-ordinator |
| **Responsible for:** | College financial support operational planning, college financial support schemes including Learner Support Fund (including Discretionary Support), 19+ Advanced Learner Loans Bursary and 16-19 Vulnerable Bursary Fund, Care to Learn and Childcare schemes, Free Student Meals, college travel scheme. |

**Key Purpose:**

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| **1** | To provide outstanding financial support advice and guidance to all eligible students on the Alton campus. |

**Key Responsibilities and Accountabilities:**

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| --- | --- |
| **A** | To assist with the management and coordination of all aspects of the Travel Scheme to meet the specific needs of all the College’s stakeholders. |
| **B** | To give out advice and guidance on the college’s travel and financial support scheme, including travel routes/times, price of travel passes, etc. |
| **C** | To process all train travel applications, ensuring all train passes are ordered in a timely manner so they are ready for collection when students start in September and termly throughout the academic year. Processing of orders for lost train travel passes. |
| **D** | To order all bus passes for financially supported students when required throughout the year. |
| **E** | To process all applications for financial support and thoroughly check benefit eligibility. |
| **F** | Process refunds in a timely manner and ensure these are logged on the student finance system. Transfer any necessary funds on WisePay (college’s online payment system) for financially assisted students and ensure these are logged on the student finance system. |
| **G** | Establish and maintain good working relationships with the train and bus companies. |
| **H** | Attend all meetings that involve the Travel Scheme – internal office, marketing and bus company meetings. |
| **I** | Attend Open Evenings/Enrolment Days and any other necessary events to promote the Travel and Support Schemes. |
| **J** | Administering the childcare scheme for any eligible students. |
| **K** | Administer the Vulnerable Bursary, meeting potential students and assessing eligibility. Checking attendance reports and reporting any issues to Health & Wellbeing and/or tutors/curriculum areas. Ensure Finance have received notification no later than Wednesday morning of all payments to be made and ensuring these have been logged on the student finance system. |
| **L** | Jointly administering the Free Student Meals applications and ensuring all students in receipt of these are updated on the student finance system to receive an automatic upload of funds to their student ID card. |

**Cross-College Responsibilities and Accountabilities:**

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| **1** | Participate in Performance Management and professional development activities as required. |
| **2** | Value and promote diversity and equal opportunities. |
| **3** | Work within health and safety guidelines and be aware of your responsibilities for health and safety. |
| **4** | Fully support and adhere to the College approved strategies, policies and procedures. |
| **5** | Be responsible for safeguarding and promotion of the welfare of children, young people and vulnerable adults. |
| **6** | Support the College’s quality initiatives, promoting the values of the College and ensuring that outputs meet quality standards |
| **7** | Provide the best possible service to customers (both internal and external) in line with College standards. |
| **8** | Coordination of college financial support and travel subsidy schemes |
| **9** | Promotion and delivery of financial support strategies and themes |
| **10** | Feedback of relevant financial support outcomes within boundaries of student confidentiality and legal requirements. |

This job description is current as at the date shown below.

In consultation with you, it is liable to variation by management to reflect or anticipate changes in or to the job. You are liable to undertake such other duties as may reasonably be required of you, commensurate with your grade, at your initial or present place of work or at any other of the College’s operational sites.

**Person Specification**

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| --- | --- | --- | --- | --- |
|  | **QUALIFICATIONS & TRAINING** | **Essential** | **Desirable** | **How assessed** |
|  | Qualified to at least level 2 in English and maths | Y |  | A |
|  | A recognised finance qualification (e.g. AAT intermediate) at or above level 3 |  | Y | A |
|  | Customer Service Skills | Y |  | A / I |
|  | **KNOWLEDGE, EXPERIENCE & UNDERSTANDING (CURRENT)** |  |  |  |
|  | Thorough and demonstrable understanding and knowledge to FE including related legislation, for example Equality and Diversity, current knowledge and understanding of financial support and funding guidance. |  | Y | A / I |
|  | Proven experience in the creation and use of Excel for data entry. | Y |  | A / I / W |
|  | Proven data entry experience | Y |  | A / I / W |
|  | Knowledge of college IT systems. | Y |  | A / I |
|  | **SKILLS & ATTRIBUTES** |  |  |  |
|  | Total commitment to the college’s vision, mission and values; demonstrate behavioural and management style and skills complementary to those values. | Y |  | I |
|  | Respects and values the inputs and knowledge of others to complement own performance and initiative | Y |  | I |
|  | Provides team with the right skills, resources and knowledge through appropriate delegation thus enabling achievement. | Y |  | I |
|  | Capacity to plan, implement, monitor and evaluate to agreed deadlines. | Y |  | I |
|  | Confident and successful management of Student Finance and Travel schemes. | Y |  | I |
|  | Well-developed ability for analytical reasoning, problem solving and decision making, | Y |  | I |
|  | Confident in use of finance related IT systems, numerical reasoning and data analysis skills with proven evidence of successful deployment of these in the context of a leadership role. | Y |  | W |
|  | Resilient, positive and of professional appearance. | Y |  | I |
|  | Ability to travel independently between College sites. |  | Y | A / I |

Key to assessment methods:

A = Application

I = Interview

P = Presentation

W = Written assessment