



St George's School of Health and Medical Sciences

City St George's, University of London

Registry

Student Funding Officer

Ref: 969-24-R2

JOB DESCRIPTION

Post Title	Student Funding Officer
Grade	Grade 5
Contract type	Permanent, Full-Time
Responsible to	Head of Student Services
Accountable to	Academic Registrar
Responsible for	n/a
Liases with	Students and applicants Student Services, Registry, Finance, Programme Teams, Development & Alumni Team External organisations including the Student Loans Company, NHSBSA, US Department of Education, ECFMG, University of Nicosia

1. Purpose of Job

As part of the Student Services Team in the Registry, the Student Funding Officer is involved with a range of activities to support students from the point of application and throughout their studies. The post holder will have particular responsibility for University bursary administration, tuition fee records and arrangements, communicating students' change of circumstances to relevant funding bodies, US Federal Student Aid, and internal student funding related policy and processes. They will liaise with and report to external funding bodies including the Student Loans Company, NHSBSA and US Department of Education. They will also support the Student Funding Adviser with processing applications to various University Funds.



The Student Funding Officer plays a vital role in ensuring that student funding advice, guidance, policy and practice are in line with HE sector good practice and government guidelines. The successful candidate will have relevant experience, knowledge of Higher Education statutory funding and an understanding of the key issues affecting students' financial support.

2. Main Duties and Responsibilities

Advice and Information:

- Provide advice to students regarding applying for funding via external agencies including Student Finance England, the NHSBSA, US Federal Aid and other national and international funding bodies
- Provide advice to staff and students on government policy and procedures in relation to student financial support, and on the range of other welfare support services available to students
- Prepare information for stakeholders concerning financial support arrangements for students
- Provide general funding and support advice to students on an individual basis as required
- Act as the main funding contact for those students interrupting and resuming study, providing advice about the impact to their financial support and tuition fees, communicating any changes to study to the relevant funding bodies in a timely manner, and liaising with programme teams as appropriate
- Update and maintain relevant departmental web pages
- Develop and maintain effective and efficient recording systems for casework and tuition fee records on SITS
- Contribute to the operation of the University's Student Life Centre
- Develop and maintain procedure notes for systems and processes associated with the role

Liaison:

- Liaise with external student funding organisations and agencies to ensure prompt payment of tuition fee and living cost support
- Liaise with the University Finance department in relation to tuition fee arrangements and any policy changes
- Liaise with the US Department of Education and ECFMG on behalf of the University
- Liaise with the Students' Union as appropriate in relation to student support and welfare cases
- Liaise with the University of Nicosia students and staff
- Develop and support processes to ensure that students are referred to appropriate external support agencies

General:

- Assess and agree individual variations to students' tuition fee payments
- Develop and implement systems for confirming student registration and attendance to UK and international funding agencies to ensure timely disbursement of payments to students and to the University
- Manage registration of new programmes with UK and international funding bodies



- Manage delivery of the University bursary (currently the St George's Opportunity Fund Grant) using the SLC Bursary Administration Service
- Manage regular external audits of all student funding processes and disbursements to students
- Attend appropriate internal and external meetings, as well as relevant training sessions, courses and conferences
- Manage and maintain transparent records of expenditure against the Student Finance Operations budget
- Support the operation of the Access to Learning Fund and other student hardship and student experience Funds
- Undertake other duties as appropriate to the grading of the post as may be assigned by the Head of Student Services from time to time in light of any changing circumstances and requirements



Person Specification

Criteria	Description	Essential/ Desirable	How it is to be tested
Qualifications	Honours degree or equivalent	D	AF
	Specialist Student Funding qualifications	D	AF
Experience	Experience of advising and working with students on financial support matters	E	SS1, INT
	Experience of working with policy and procedures in relation to statutory student funding	E	SS2, INT
	Experience of working with medical and healthcare courses	D	SS5, INT
	Experience of advice/support in another relevant area (for example, disability or accommodation)	D	AF
	Experience of developing IT resources to support students	D	AF
	Knowledge/ Skills	Confident in working with student records and/or database systems	E
	The ability to establish and implement new procedures	E	AF, INT
	Excellent written communication skills	E	AF, ST
	An understanding of working in an advice setting	E	AF, INT, ST
	An understanding of confidentiality and data protection	E	AF
	Confident in using Microsoft apps and services	E	AF
	The ability to organise own workload to meet deadlines and work on own initiative	E	AF, INT
	Knowledge of the issues affecting students in Higher Education	E	AF, INT
	Knowledge of the policies and procedures relevant to good practice within the HE sector	D	AF, INT



	An understanding of the structures and issues within Higher Education	D	AF
	Familiarity with SITS	D	AF
	Ability to develop links with external advice organisations	D	AF
Personal Attributes	An empathetic and friendly approach to students	E	SS3 , INT, ST
	The ability to work with tact and diplomacy with people at all levels in the organisation	E	AF, INT
	Analytical approach to work and meticulous attention to detail	E	AF, INT
	Highly motivated, flexible and proactive	E	AF, INT



Person Specification

Key:

PQ=Prerequisite Qualification, AF=Application Form, CV=Curriculum Vitae,
SS=Selection/Supporting Statements, ST=Selection Test/Presentation, INT=Interview

Note: Elements marked SS (Supporting Statements) in the Person Specification will be highlighted in Step 6 (Supporting Statements) on the online application form. Applicants' answers to Step 6 are an essential part of the selection process. Applicants should write individual supporting statements to demonstrate how their qualifications, experience, skills and training fit each of the elements highlighted in this section.

Applicants should address other elements of the Person Specification in Step 7 (Additional Information). Shortlisting will be based on applicants' responses to Step 6 **and** Step 7. Therefore applicants should complete both sections as fully as possible on the online application form.

3. Date

August 2024



About us

St George's School of Health and Medical Sciences is dedicated to medical, biomedical and allied health education, training and research. Sharing a clinical environment with a major London teaching hospital in southwest London, our innovative approach to education results in well-rounded and highly skilled clinicians, scientists, and health and social care professionals.

St George's has a long and illustrious history of training healthcare professionals, dating back more than 270 years. We are well known for our innovative approach to medical education, being the first UK institution to launch a Graduate Entry Medicine Programme, a four-year fast-track medical degree course open to graduates in any discipline. Now part of City St George's, University of London, St George's was the number one university in the UK for Graduate Prospects (on track), according to the Complete University Guide 2024 and second for Graduate Prospects in the 2024 Times UK University Rankings.

Our internationally recognised research delivers cutting-edge scientific discovery through four specialist Research Institutes, directly helping patients through our close links to the clinical frontline and London's diverse community. St George's was ranked joint 8th in the UK by the Times Higher Education in their Research Excellence Framework (REF) 2021 Impact Scores. 36% of St George's research was assessed as 'world-leading' and 100% of our impact cases were judged to be either 'world-leading' or 'internationally excellent.' Our Institutes focus on biomedical and scientific discovery, advancing the prevention and treatment of disease in the fields of population health, neuroscience, heart disease and infection - four of the greatest challenges to global health in the 21st century. Our values keep St George's striving to deliver its mission and demonstrate how we aspire to CARE for ourselves and others:

- Collaboration - We work as a community and engage external partners to deliver our mission.
- Ambition - We strive to achieve the best for ourselves and others, responding dynamically to new challenges.
- Respect - We are open-minded, listening to others and valuing different perspectives.
- Equity - We are inclusive, tackling inequity in all its forms.

The diversity of the people within our community at St George's is one of our strengths. We benefit hugely from the range of perspectives that come from the different backgrounds, opinions and beliefs of our staff and students and, in recognising that, we want to put our approach to diversity and inclusion firmly at our core.

More information about St George's School of Health and Medical Sciences can be found at www.sgul.ac.uk.

City, University of London and St George's, University of London completed a merger on 1 August 2024, creating a powerful multi-faculty, multi-site, institution. The combined university will become one of the largest suppliers of the health workforce in the capital, as well as one of the largest higher education destinations for London students. If you have any questions, you can email hrhelp@sgul.ac.uk with enquiries.



St George's School of Health and Medical Sciences currently offers a range of employee benefits:

Salary: £32,982 pa, (pro-rated for part-time staff). The salary range for **Grade 5** is £32,982 – £37,099 and appointment is usually made at the minimum point.

Hours: 35 hours per week which can be done flexibly in various ways or part time/job share can also be considered. Staff are expected to work the hours necessary to meet the requirements of the role and this will be dependent on the service area.

Annual leave: 30 days per annum. Plus eight UK public holidays and four days when City St George's, University of London is closed (usually between Christmas and New Year). Part time staff receive a pro rata entitlement.

Pension: Membership of competitive pension schemes with generous employer contribution and a range of extra benefits.

[Superannuation Arrangements of the University of London \(SAUL\)](#)

[London Pension Fund Authority \(LPFA\)](#)

[Universities Superannuation Scheme \(USS\)](#)

[National Health Services Pension Scheme \(NHSPS\) \(existing members only\)](#)

Flexible working Flexible working, including part-time or reduced hours of work, opportunities to work from home for many posts, compressed hours and local flexibility in agreeing start and finish times of work.

Travel City St George's, University of London offers an interest free season ticket loan and participates in the [Cycle to Work Scheme](#).

Gift Aid If you would like to make a tax-free donation to a charity of your choice, this can be arranged through our Payroll.

Sports and Leisure Facilities Rob Lowe Sports Centre, situated on the St George's Healthcare NHS Trust site offers exercise facilities that can be utilised by City St George's, University of London staff.

Within walking distance from St George's is Tooting Leisure Centre. Facilities include a swimming pool, gym and various exercise classes. The Centre offers staff an all-inclusive corporate membership. For more information please contact [Tooting Leisure Centre](#).



Shops and facilities There are a number of shops and facilities situated on site including ATMs, student bar and shop, Pret a Manger, M&S Simply Food store, library and multi-faith room.

Informal enquiries

Informal enquiries may be made via email to: HRHelp@sgul.ac.uk

Making an application

All applicants are encouraged to apply on line at <http://jobs.sgul.ac.uk> as our system is user friendly and the online application form is simple to complete. Please note that CVs only will not be accepted.

For any accessibility issues please contact hrhelp@sgul.ac.uk

Closing date: **Monday 16 September 2024**

Interview date will be on w/c 30 September 2024. As shortlisted candidates will be notified by email, it is imperative that you provide an email address that is accessed frequently.

Please quote reference **969-24-R2**

We are delighted that you are interested in working at St George's School of Health and Medical Sciences. You will be notified of the outcome of your application by email. We aim to respond to all candidates within 5 weeks of the closing date of the vacancy.

