Job Related Information

This document includes information about the role for which you are applying and the information you will need to provide with your application.

1. Role Details

<table>
<thead>
<tr>
<th>Vacancy reference</th>
<th>15704 &amp; 15705</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job title:</td>
<td>Student Fees Advisor</td>
</tr>
<tr>
<td>Reports to:</td>
<td>Team Manager</td>
</tr>
<tr>
<td>Salary:</td>
<td>£19,730-£22,017</td>
</tr>
<tr>
<td>Terms and conditions:</td>
<td>Secretarial &amp; Clerical</td>
</tr>
<tr>
<td>Grade</td>
<td>4</td>
</tr>
<tr>
<td>Duration of post:</td>
<td>Permanent &amp; Temporary contract until 31 October 2019</td>
</tr>
<tr>
<td>Working hours:</td>
<td>37 per week</td>
</tr>
<tr>
<td>Location:</td>
<td>Based in Milton Keynes</td>
</tr>
<tr>
<td>Closing date:</td>
<td>Noon 1 March 2019</td>
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<tr>
<td>Type of application form accepted:</td>
<td>Short Application, Covering Letter and CV, detailing how you meet the person specification</td>
</tr>
<tr>
<td>Number of referees required:</td>
<td>3</td>
</tr>
<tr>
<td>Unit recruitment contact:</td>
<td><a href="mailto:resourcing-hub@open.ac.uk">resourcing-hub@open.ac.uk</a></td>
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</tbody>
</table>
2. Summary of duties

Purpose Statement

- To assess and process all applications for financial support and perform all other required administrational duties to enable the registration and set up of the appropriate method of payment for the student.

- To answer queries from and provide advice to students, other departments of the University and external organisations by telephone, correspondence and email.

- To maintain students’ personal details, grant, module and award records database.

- Maintain confidentiality and comply with all Data Protection Act (DPA) requirements.

- To assist in the development of good internal team working relationships and in the achievement of internal Centre quality standards.

To assess and process all applications for financial support and perform all other required administrational duties to enable the registration and set up of the appropriate method of payment for the student

- Checks applicants meet the eligibility criteria for various types of Financial Support, advising where necessary. Also ensuring those studying remain eligible through areas such as, but not limited to, residency changes.

- Verifies evidence applicants provide to support their applications for Financial Support.

- Carries out means tests on applications to determine the level of support an applicant will be entitled to.

- Requests additional information and provides clarification of the information needed by letter, email, telephone, or in person (where required).

- Makes decisions to award or decline financial support and records the decision on the relevant database.

- Identifies complex or unusual applications and refers these to appropriate area for assessment and decisions.

- Continually monitor study intensity to ensure appropriate financial support is in place.

- Adhere to all SLA requirements for telephony and administrational work, including but not limited to responding to emails and service requests ensuring the delivery of an exceptional service to students.

- To investigate complaints and appeals where appropriate or on behalf of your line manager, correctly applying policy to any recommendations made.

- Pro-actively contact students to ensure all required information has been received.

To answer enquiries from and provide advice to students, other departments of the University and external organisations by telephone, letter and email

- Answers enquiries and gives advice on a wide range of student financial support matters for which a detailed, comprehensive and up to date knowledge of systems and University academic and administrative policies and regulations is required.

- Use various computer systems and web based information systems to determine current student status and information required to advise enquirer/students appropriately.

- Responds to queries from students or organisations over the phone, email and letter and maintains an accurate record of contact on the University’s customer relationship management database.

- Seeks advice, if necessary, on students’ or organisations’ behalf from other University departments to enable a full response to be made to the enquirer.

- Contacting Student Loans Company to discuss student records

- Contacting students regarding the status of their loan.

- Contacting Local Education Authority and other external organisations within the remit of BIS regulations

- Build and maintain relationships with internal and external customers

- Maintains process and policy knowledge to ensure these are accurately reflected as well as contributing to their update when gaps are identified or changes made to process or procedure
To maintain students’ personal details, grant, module and award records on the computer database

Amends student’s record for a wide range of database transactions such as:

- Change of name and address (which requires verification of legal documents)
- Link modules to financial support
- Inputs or takes down student characteristic markers as appropriate
- Undertakes other fee account adjustment activities as necessary.
- Submitting requests to the Student Loans Company to inform them of a student’s change of circumstances.
- Ensuring all legal documents, such as Visas, are up to date
- Update the relevant database to accurately reflect student awards
- Update the relevant database to show outstanding information.

Maintain confidentiality and comply with all Data Protection Act requirements

- Ensure your PC remains locked when away from your desk
- Ensure you comply with the clear desk policy
  Ensure all personal or sensitive information that you deal with via the phone, incoming post, email or any other form of communication is kept secure.

To assist in the development of good internal team working relationships and in the achievement of internal Centre quality standards

- Attends and actively participates in info shares
- Shows initiative in helping all teams to run smoothly and to work effectively and efficiently
- Demonstrates an understanding of the University’s Equal Opportunities Policy and applies appropriately
- Contributes to business process changes, making recommendations for changes that bring about more effective working practices/improved customer service
- Contributes to the development of and the achievement of internal Centre quality standards, including the Investors in People and Matrix Information, advice and guidance standards.
- Provide cover as required during periods of annual leave and absence.

ADDITIONAL DUTIES

Perform additional duties as requested by the Management Team

3. Person specification

Requirements (E = Essential/ D = Desirable)

<table>
<thead>
<tr>
<th>Education, qualifications and training</th>
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<tr>
<td><strong>Essential:</strong></td>
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<td></td>
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<tr>
<td><strong>Desirable</strong></td>
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<td></td>
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<tr>
<td><strong>Experience of working with student financial support within a higher education environment.</strong></td>
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</table>

**Working together collaboratively**

| Essential: | Experience of working effectively in a team.  
Able to work co-operatively across department boundaries.  
Able to demonstrate good interpersonal and communication skills. |
|---|

**Respecting the individual**

| Essential: | Appreciation and demonstration within a general office environment of equal opportunities and policies.  
A positive attitude and flexible approach. |
|---|

**Taking personal responsibility**

| Essential: | Ability to exercise initiative.  
Ability to decide upon and initiate action. |
|---|

**Solving problems**

| Essential: | Ability to overcome difficult situations and support the customer at all times.  
Ability to use initiative to resolve customer issues. |
|---|

**Delivering excellent service**

| Essential: | Experience of working in a customer centric environment and dealing with complex queries and/or complaints across various communication platforms.  
Ability to demonstrate effective telephone techniques such active listening and, excellent questioning skills.  
Understanding of Customer Service Excellence.  
Ability to absorb and retain product knowledge and communicate this effectively. |
|---|

**Fostering high performance**

| Essential: | Experience of delivering against and exceeding service levels and key performance indicators.  
Ability to demonstrate a good attention to detail and high accuracy levels.  
Ability to work under pressure and to strict deadlines.  
Actively promote the OU vision. |
|---|

**Promoting learning and development:**
Essential: Ability to demonstrate a willingness to learn and develop.

Embracing Change:

Essential: Open to change and experience of working in a changing environment.
Willingness to engage with new systems and the ability to absorb new concepts.

4. Role specific requirements e.g. Shift working

None

5. About the unit/department

STUDENT RECRUITMENT AND FEES (SRF)

Student Recruitment & Fees (SRF) is made up of Student Recruitment (SR) and Student Fees (SF).
Student Recruitment guides our enquirers, applicants and students through the registration process.
Student Fees provides customer services to OU enquirers, applicants and continuing students in line with internal client requirements.
Student Fees ensures that the correct funding is obtained from Student Loan Company and assess student grants and financial support.
This role is available at one of the most exciting and challenging times in the University’s history and you will have an opportunity to contribute directly to the future success of the UK’s largest University with a reputation for providing high quality education and excellent value for money

6. How to obtain more information about the role or application process

If you would like to discuss the role before making an application please email resourcing-hub@open.ac.uk

If you have any questions regarding the application process please email resourcing-hub@open.ac.uk

7. The application process and where to send completed applications

Please ensure that your application reaches the University by: Noon 1 March 2019

e-mail your application to: resourcing-hub@open.ac.uk
8. Selection process and date of interview

<table>
<thead>
<tr>
<th><strong>The interview panel will be chaired by:</strong></th>
<th>Cathy Caves, Senior Manager Fees</th>
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<tbody>
<tr>
<td><strong>The other members of the interview panel will be:</strong></td>
<td>Mike Harris, Senior Manager Fees</td>
</tr>
<tr>
<td><strong>The interviews will take place on:</strong></td>
<td>Week commencing 11 March 2019</td>
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<tr>
<td><strong>The selection process for this post will include</strong></td>
<td>To be confirmed.</td>
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</table>

We will let you know as soon as possible after the closing date whether you have been shortlisted for interview. Further details on the selection process will also be sent to shortlisted candidates.

Applications received after the closing date will not be accepted.