Job Description – Student Fees Advisor – Student Recruitment & Fees

About the role

- To assess and process all applications for financial support and perform all other required administrative 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

Key responsibilities

- 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.
- Adhere to all SLA requirements for telephony and administrative work, including but not limited to responding to emails and service requests ensuring the delivery of an exceptional service to students.
- 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.
- Contacting Student Loans Company to discuss student records.
- 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 and outstanding information.
- 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.
- Attends and actively participates in team meetings.
- 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.
Skills and Experience

- Experience working in an office environment with a high level of accuracy and a high standard of literacy and numeracy.
- High levels of organisational skills and the ability to prioritise workloads.
- Experience of using Microsoft Office software including Word, Excel and Outlook.
- Able to demonstrate good interpersonal and communication skills.
- Appreciation and demonstration within a general office environment of equal opportunities and policies.
- A positive attitude and flexible approach.
- Ability to overcome difficult situations and support the customer at all times
- Ability to demonstrate effective telephone techniques such as active listening and excellent questioning skills
- Ability to absorb and retain product knowledge and communicate this effectively
- 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
- Ability to demonstrate a willingness to learn and develop