

Job Description and Person Specification

Last updated: 4th September 2022

JOB DESCRIPTION

Post title:	Financial Support Coordinator		
School/Department:	Widening Participation and Social Mobility		
Faculty:	Student Experience		
Career Pathway:	Management, Specialist and Administrative (MSA)	Level:	3
Posts responsible to:	Financial Support Manager		
Posts responsible for:	None		
Post base:	Office-based		

Job purpose
To administer applications for funding and financial support from students which support student experience, retention and engagement with the University as well as delivering programmes which support students from underrepresented groups to achieve successful outcomes through financial education and information.

Key accountabilities/primary responsibilities	% Time
1. Administer the Student Support Fund, the University's Bursary Programme, US Federal Loans and all other appropriate financial support reviewing applications for financial support within clear guidelines.	35 %
2. Deliver specialist support, instruction, guidance and/or advice to students experiencing financial difficulty throughout their studies at Southampton in line with the university's Widening Participation Strategy, the Access and Participation and legislative requirements and guidelines Provide a point of contact for students offering guidance and support around budgeting, funding their studies and institutional financial support To coordinate financial education programmes, devising and delivering workshops and events for students To embed student voice and evaluation into all activities	25 %
3. To organise events, ensuring all activities run efficiently by co-ordinating diaries, booking venues, and supplying relevant information.	15 %

Key accountabilities/primary responsibilities		% Time
4.	To contribute to the formulation and delivery of Widening Participation strategy and action plan. Provide input into student case conferences and moderation panels	10 %
5.	Responsible for the adherence to service quality standards within area of responsibility (e.g. KPI's, Ofsted, QAG, Matrix, Quest, UUK, CoP, etc.), collecting relevant statistical reporting to monitor attainment and prioritising any issues for investigation/escalation	5 %
6.	Undertake any other duties that fall within the scope of the post as allocated by the line manager following consultation with the post holder	5 %
7.	The post-holder is expected to undertake all personal administration required within the role, and adhere to University Policy and relevant legislation (e.g. H&S compliance)	5 %

Internal and external relationships
<p>Internal</p> <ul style="list-style-type: none"> • Student Body • All Student Services • All Professional Services • All Faculties • Office of the Vice Chancellor <p>External</p> <ul style="list-style-type: none"> • Students' Union • HE Institutions • Office for Students • Schools and Colleges • HEFCE, HESA, BIS and UCAS • Suppliers and Contractors • Employers and Members of the Public/Community Groups • NEON, Action on Access and other educational charities and third sector organisations

Special Requirements
<ul style="list-style-type: none"> • The post holder may be required to work from a variety of campus locations or visit students, customers or organisations external to the University and therefore must be willing to travel • The post holder is expected to work flexibly to provide services to a range of customers • As a maximum the post holder will be expected to work one weekday evening and one weekend day per month such other peak service delivery times as necessary to the business, following consultation with the postholder • Willingness to rotate roles and responsibilities to increase breadth of experience • Work within the bounds of the University's Confidentiality Policy

PERSON SPECIFICATION

Criteria	Essential	Desirable	How to be assessed
Qualifications, knowledge and experience	A levels/HNC/or skill level equivalent with proven work experience	Evidence of relevant training and/or qualification for the specialist field	Application/Interview
	Experience of working with students, customers or service users in an advisory/ capacity or coaching role.		Application/Interview
	Depth of knowledge of a specialist field		Application/Interview
		Experience of managing informal complaints	Application
		Experience of managing work placements or coordinating projects	Application
Planning and organising	Ability to maintain clear and accurate records		Application/ Interview
	Ability to initiate, plan and organise a range of one's own and a team's work efficiently and effectively, including working to deadlines under pressure		Application / Interview
Problem solving and initiative	Able to identify and solve problems by applying judgement, initiative and flexibility to tackle some situations in new ways and by developing improved work methods.	Ability to use own initiative but recognise when to refer to a colleague or manager	Interview
			Interview
Management and teamwork	Ability to work as part of a team whilst also being able to prioritise and manage own workload		Application/Interview
	Able to positively influence teamwork		Interview
	Able to ensure staff are clear about changing work priorities and service expectations Able to offer proactive advice and guidance.		Interview

Communicating and influencing	<p>Ability to elicit information to identify specific customer/client needs and to offer related proactive advice and guidance</p> <p>Evidence of good networking skills including maintaining good partnership working with a range of colleagues</p> <p>Ability to prepare and present written and/or verbal information clearly and concisely to students and staff including the delivery of group presentations</p>		<p>Application / Interview</p> <p>Application / Interview</p> <p>Application / Interview</p>
Other skills and behaviours	<p>Evaluate systematically and rigorously the impact of service provision</p> <p>Competent in the use of Microsoft Office packages</p> <p>Regularly evaluate professional performance and reflect constructively using evidence to improve performance</p> <p>Emotional intelligence</p> <p>Ability to develop communications resources</p> <p>Able to understand cultural diversity</p> <p>Empathetic to the goals and aims of widening access, success and progression in Higher Education</p> <p>Demonstrate a commitment to the University vision and values</p>	<p>Able to apply a comprehensive understanding of relevant University systems and procedures and an awareness of activities in the broader work area</p> <p>Experience of data analysis and manipulation</p> <p>Experience of organising events</p>	<p>Application / Interview</p> <p>Application / Interview</p> <p>Application / Interview</p> <p>Interview</p> <p>Application</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Application / Interview</p> <p>Application / Interview</p>

Special requirements			

JOB HAZARD ANALYSIS

Is this an office-based post?

<input checked="" type="checkbox"/> Yes	If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below.
<input type="checkbox"/> No	If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below. Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder.

- HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

ENVIRONMENTAL EXPOSURES	Occasionally (<30% of time)	Frequently (30-60% of time)	Constantly (> 60% of time)
Outside work			
Extremes of temperature (eg: fridge/ furnace)			
## Potential for exposure to body fluids			
## Noise (greater than 80 dba - 8 hrs twa)			
## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below:			
Frequent hand washing			
Ionising radiation			
EQUIPMENT/TOOLS/MACHINES USED			
## Food handling			
## Driving university vehicles(eg: car/van/LGV/PCV)			
## Use of latex gloves (prohibited unless specific clinical necessity)			
## Vibrating tools (eg: strimmers, hammer drill, lawnmowers)			
PHYSICAL ABILITIES			
Load manual handling			
Repetitive crouching/kneeling/stooping			
Repetitive pulling/pushing			
Repetitive lifting			
Standing for prolonged periods			
Repetitive climbing (ie: steps, stools, ladders, stairs)			
Fine motor grips (eg: pipetting)			
Gross motor grips			
Repetitive reaching below shoulder height			
Repetitive reaching at shoulder height			
Repetitive reaching above shoulder height			
PSYCHOSOCIAL ISSUES			
Face to face contact with public			
Lone working			
## Shift work/night work/on call duties			