



Student Loans Company

Job Description

Job Title: Student Finance Wales Assessor

Details

Responsible To: Team Manager

Management Authority: None

Budgetary Authority: None

Purpose of the Role: To process applications for student finance in order to determine eligibility and entitlement for financial support. To undertake relevant duties under the direction of the Team Leader

Detailed Portfolio Accountabilities & Objectives:

- Determine student's eligibility and entitlement to financial support in accordance with the relevant regulations
- Follow the Leading the Way framework to the required standard
- To process any change of circumstance, as notified and reassess the student's eligibility and entitlement as appropriate
- Request relevant information and evidence from students and sponsors in support of applications
- To notify students of their entitlement to financial support at the relevant time
- To assist in managing all relevant tasks relating to workflow processes, within the caseload as defined for the team and to prioritise those tasks and processes according to the work situation
- Advise students, their sponsors and relevant third parties by letter, e-mail and telephone on enquiries concerning student finance applications and the interpretation of regulations and policy. This would include detailed advice on loans, tuition fees and other grants
- Keep up to date and be able to advise and implement all aspects of The Education (Student Support) Regulations and local policies and procedures
- Keep up to date on all aspects of the Portal system, particularly the areas relating to assessment, by examining the weekly Release Notes and receiving updates from Team Leaders
- Implement all feedback, coaching and training to consistently achieve the minimum quality and productivity targets
- Demonstrate in all aspects of the work commitment to a high level of customer service
- Operate the anti-fraud procedures to assist with the prevention of fraudulent applications
- Follow all procedures and guidance for maintaining the security and confidentiality of people, information, premises, equipment and software at the Llandudno Office



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- Escalate non-standard situations and difficult cases to Team Leader or LA where appropriate
- Provide help and assistance to other team members as required
- Attend and actively participate in team meetings
- Seek opportunities to develop self and undertake appropriate training when required
- Willing to undertake required duties to meet goals, objectives and deadlines in a changing environment.
- Ensure adherence to Company policies, procedures, and processes - reporting any known breaches of these rules to your line manager
- Observe all the health and safety rules and guidance and take all reasonable care to promote the health and safety at work of yourself and your fellow employees

In all aspects of work demonstrate a commitment to the SLC's policy on Equal Opportunity

Skills, Knowledge and Experience:

- GCSE English and Maths or equivalent
- Computer Literate
- (Word/Excel/PowerPoint, data-bases, e-mail)
- Customer Focus – Able to establish a good understanding of customers' needs and a desire to deliver high standards
- Flexibility – Able to work flexibly within defined guidance and adapt in a changing environment with a positive approach
- Achievement – Demonstrates a concern for working well and strives to meet goals and quality.
- Teamwork and Cooperation – Able to work well with others to achieve shared goals and provide support to colleagues maximising team performance
- Communication – Excellent skills in communication channels, including telephone, call handling, email, and letter writing
- Development – Demonstrates a desire to develop and improve as an individual and maintain key knowledge and skills required for the role.

Personal Attributes

- Proactive and self motivated
- Ability to work under pressure
- Ability to prioritise own work
- Accuracy and attention to detail to achieve high standards of work

Desirable Skills / Experience

- Knowledge of the Student Loans Company
- **Bilingual** – Welsh speaking preferred