

Job Description

Job Title: Administrative Assistant

About SLC

Student Loans Company is a non-profit making Government-owned organisation set up in 1989 to provide loans and grants to students in universities and colleges in the UK. We are responsible for student support delivery in the UK.

Company Mission

We enable our customers to invest in their futures by delivering secure, accurate and efficient assessment, payment and repayment services.

Company Vision

Our vision is to be valued as a digital, customer-focused, centre of excellence.

Job Details

Overview of department:

The Pre Assessment department manage a wide range of activities relating to the initial processing of a customer's application, these include Mail handling, Document batching and scanning, Data Entry, Evidence management and validation and a variety of Quality Assurance and Auditing functions.

Grade: C1

Reporting to:

Team Manager

Budget Responsibility:

None

Line Management Responsibility:

None

Job Purpose:

To provide efficient and effective administrative support under the direction of the Team Manager, to ensure the unit meets its targets as defined in the service level agreement.

Key responsibilities:

There are a number of key roles within Pre Assessment, whilst the following is a brief outline of key accountabilities it is not an exhaustive list and staff may be asked to undertake additional duties in line with the role and any of the roles listed below as demand dictates.

- Data Entry Role; Accurate data input of various application forms from our customers on to internal computer systems.

- Evidence Handling; Handling and processing of original identification evidence submitted by the customer, ensuring safe and secure return of such evidence.
- Indexing Role; Accurate and efficient verification of documents/images to the correct account.
- Mailroom Role; Mail handling, opening and sorting of incoming mail, accurate preparation of applicant information for distribution and batching/scanning.
- Batching/Scanning Role; Accurate sorting and preparation of applicant information for scanning and indexing.
- Evidence Return Role; Ensure that all original evidence is returned safely to the correct customer.
- Quality Assurance Role; perform all quality assurance checks for all the Data Entry Teams, Evidence Teams and Indexing Teams within Pre Assessment, both in Darlington and in Glasgow.
- Demonstrate in all aspects, commitment to quality and a high level of customer service.
- Safe and secure handling of customer evidence and supporting documentation.
- Be aware of potential fraud and the appropriate measures to prevent it.
- Follow all and keep up to date of regulations, procedures and guidance for maintaining the security and confidentiality of people, information, premises, equipment and software at the Darlington/Hillington Office and report known breaches of these rules to your line manager.
- Escalate non-standard situations and difficult cases to Team Manager or Workflow Monitor where appropriate.
- Provide help, support and assistance to other team members and to assist other teams as required to ensure the department meet all SLA's.
- Attend and actively participate in team meetings.
- Undertake appropriate training as and when required.
- Willing to undertake required duties to meet goals, objectives and deadlines.
- Ensure adherence to and to keep up to date with 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.
- Produce and post correspondence and/or return evidence to external customers.
- Contact customers by email or telephone in some instances to confirm basic detail.

Knowledge, Skills and Experience:

Essential Skills / Experience / Qualifications:

- GCSE English and Maths (C or above) or equivalent.
- Computer Literate (Word/Excel/PowerPoint, e-mail and databases).
- 6 months administration experience within a customer focussed business environment.
- Able to establish a good understanding of customers' needs and a desire to deliver high standards.
- Able to build relationships and to communicate appropriately with colleagues. Able to listen and share information.
- Able to empathise and be flexible to the changing needs of customers.
- Be passionate about achieving customer service excellence.
- Assist team in achieving SLAs by meeting own targets.
- Actively engage with your team and work with others to achieve successful teamwork by understanding each others' priorities and plans.
- Achieve accuracy targets to a minimum of 97% and performance targets of a minimum of 95%
- Achieve your own performance goals by developing your skills and knowledge.
- Inspiring my colleagues to succeed and praising their effort, progress and successes.
- Demonstrate ability to work under pressure and prioritise own work.
- Demonstrate Accuracy and attention to detail to achieve high standards of work.
- Demonstrate flexibility and adaptability to change.

Desirable:

- Data entry experience

--