1. **Job Details**

   **Job Title:** Deputy Head of Group - Scholarships and Student Finance  
   **School/Support Department:** Student and Academic Services Group  
   **Unit (if applicable):** Registry  
   **Line Manager:** Head of Group – Scholarships and Student Finance

2. **Job Purpose**

   To organise, manage and deliver all the operational activities and resources which are the responsibility of the Scholarships and Student Finance Office. To deputise for Head of Group, acting as Head of Group in his/her absence.

3. **Main Responsibilities**

   - **Responsibility for the management of both permanent and temporary staff, which involves supervision and support for a team of 9 permanent staff. This includes bi-annual contribution plans and performance monitoring to ensure that training requirements are identified and delivered and milestones are being achieved. This also includes ensuring that a customer focussed service is provided to a wide range of enquiries whether in person, by telephone, by e-mail or by post.**  
     
     **Approx% of time:** 30

   - **Responsibility for the operational management of fees processes, including: fee status, assessment for 500 students per annum and recording of fees and other related costs, fee prediction. The promotion of all fees in the Table of Fees to current and prospective students and university staff. Supporting the Head of Group in developing and implementing changes to University fee policy, and in co-ordinating proposals for the setting of non-standard tuition fees for consideration by the Fee Strategy Committee.**  
     
     **Approx% of time:** 20

   - **Responsibility for the operational management of scholarship, bursary and hardship processes, including: promotion, recording, assessment and disbursement of funds. This includes the disbursement of American Loans, Bursary and Scholarship funds of over £6.3 Million.**  
     
     **Approx% of time:** 20

   - **Supporting the Head of Group in the strategic development of student financial awards including scholarships and other awards based on financial need. Advising staff within the Group, University staff and students on the policies, procedures and requirements relating to student financial support arrangements promoted by the Student Awards Agency for Scotland (SAAS), the Student Loans Company (SLC), and Local Authorities (LA’s).**  
     
     **Approx% of time:** 15

   - **Responsibility for the continual audit of business processes and for the identification of business process re-engineering opportunities and for bringing those projects requiring IT solutions to the attention of the Head of Group. Responsible for the implementation and delivery of all new IT solutions ensuring that the business processes are being changed to maximise the benefits of these solutions.**  
     
     **Approx% of time:** 10

   - **As a member of the Registry Operational Management Group contributing to the operational management decisions of Registry.**  
     
     **Approx% of time:** 05

4. **Planning and Organising**

   - In conjunction with the Head of Group planning/reviewing the workloads of the section on an annual/quarterly/monthly/weekly basis ensuring that milestones are being achieved and that daily on-going service demands are being achieved.
   
   - Reviewing fee status and tuition fee information/publicity and procedures regularly and incorporate feedback from University staff and students.
   
   - Assisting in the preparation and maintenance of the Group budget.
   
   - Planning and organising the annual meeting of the Hardship Award Panel, and ensuring that funds are disbursed to students in a transparent and consistent manner and in accordance with the agreed guidelines.
   
   - Assisting the Head of Group in managing the University’s processes for awarding scholarships and bursaries and in organising and managing the University’s Annual Awards Ceremony to which scholars, academic colleagues, external funding bodies and individual sponsors/potential sponsors are invited.

5. **Problem Solving**

   - Determining, monitoring and coordinating the work of office staff including reviewing work performance, motivating staff to work more effectively, identifying problems with performance and developing solutions to these problems, determining training needs to improve performance.
   
   - Identifying, developing and recommending to the Head of Group new operational process solutions to improve the efficiency of and to increase the levels of service to the client groups.
   
   - Reviewing and responding to fee status appeals in the first instance. This involves making decisions based on interpretation of complex guidelines especially relating to residency and regulations relating to EU countries.
   
   - Dealing with reactive requests regarding fees, student support from members of Registry, academic staff and
students and resolving problems/issues referred by team leaders and clerical staff and by investigating complex tuition fee and academic policy files if necessary.

- Determining and implementing the operational processes required to meet changes to government policy on tuition fees and student support to ensure that the University receives tuition fee income and students receive loan/grant payments.

6. Decision Making

- Interpreting and applying University fee policy, providing advice and direction on tuition fee assessment to Colleges/Schools and students and resolving any issues raised.
- Deciding whether the hardship assessments meet the criteria of the award, making adjustment to ensure fairness and consistency of awards made and monitoring spending from hardship funds to ensure that monies are available for the full academic session. Disbursement of Hardship Funds to students in financial need, authorising over 750 awards each year and proposing changes to improve operational procedures to the Hardship Awards Panel.
- Contributing to the development of policies and strategies for Scholarships and Student Funding in order that the institution remains competitive in this area.
- Deciding, in collaboration with the Head of Group, what changes will be required to the current Scholarships and Student Finance business processes to meet the requirement of the new student record system - EUCLID.

7. Key Contacts/Relationships

- Close working relationships with administrative staff within Development and Alumni and Student Recruitment and Admissions concerning administration of scholarships and bursaries; Planning and College/School staff concerning issues relating to fees and fee status; and EUSA and Advice Place staff concerning the administration of the Hardship Funds.
- As Secretary of the Hardship Panel working closely with the College of Humanities and Social Science Dean of Undergraduate Studies and with the SRC Advisor to resolve appeals, implementing changes in government policy and liaising with the Senior Financial Accountant over annual audit of Hardship Funds.
- Liaising with staff within the Student Awards Agency for Scotland (SAAS), the Student Loans Company (SLC), and Local Authorities (LA’s) to ensure effective payment of tuition fee income to the University, timeous loan payments to students and the successful implementation of all policy.
- Responding to problem cases referred by staff within the Group and Registry.
- Working relationship with EUCLID team with reference to the EUCLID project.

8. Knowledge, Skills and Experience Needed for the Job

- Educated to degree level with at least two years experience of working in a Registry or a Student Support Service within a Higher Education institution.
- Ability to supervise and train employees which will include organising, prioritising and the ability to influence and provide guidance and support to staff.
- Communication – must be analytical and able to communicate effectively with other sections within the University, as well as external bodies such as the Student Loan Company, the Student Awards Agency for Scotland and Local Authorities.
- Good organisational skills and the ability to react to ever changing demands and to handle several different high priority tasks at once.
- Ability to work with minimum supervision in an accurate and consistent fashion and ability to maintain high standards when working under pressure.
- Systems development – ability to devise effective and efficient business systems for monitoring the allocation of fees, administering student loan applications, and allocating hardship funds.

9. Dimensions

- Delivery of student financial support to the value of £1M this impacts on the financial well-being of the students and contributes directly to their ability to remain at university.
- Fee prediction allocates fees for over 20,000 students the accuracy of which impacts not only on fee recovery (£60M), which contributes to the financial well-being of the university but also provides the students with a professional service.
- The management of information to and from the Student Loans Company and the Student Awards Agency for Scotland for over 15,000 students in receipt of support for both tuition fees and loans. This impacts on the financial well-being of the students and the University.

10. Job Context and any other relevant information

The work of Registry is complex with responsibilities for a wide range of high profile diverse operational activities. Due to the importance of each of these activities to the University, coupled with the volumes of data involved, plus the negative implications if anything went wrong, accuracy is paramount.