

Candidate Information

Position:	Postgraduate Awards Officer
School/Department:	The Graduate School
Reference:	23/111490
Closing Date:	Friday 5 January 2024
Salary:	£32,024 - £36,744 per annum
Anticipated Interview Date:	Thursday 18 January 2024
Duration:	Permanent

JOB PURPOSE:

The post-holder will join the Postgraduate Awards Team, based in the Graduate School, and report to the Postgraduate Awards Manager. They will provide a detailed specialist role in the administration of all postgraduate studentship funding received by the University. They will be responsible for delivering a comprehensive and professional support service to both postgraduate students, university staff and external funding bodies.

MAJOR DUTIES:

1. Responsible for the administration of postgraduate awards, including award offers, stipend payments, tuition fees to students through the appropriate University IT systems. Manage responses/changes in consultation with relevant stakeholders.
2. Act as main point of contact for prospective and current students seeking advice and guidance. Organise and resolve queries autonomously and professionally.
3. Provide high quality advice and guidance on specialised postgraduate funding matters to staff at all levels in the University, covering a range of funders and their terms and conditions.
4. Responsible for the financial administration, analysis and management of confidential information in relation to complex funding situations, using a range of software and Microsoft Office products. Maintain databases and systems relating to funded postgraduate students across the University.
5. Contribute and assist with the annual audit provision and administration to meet annual funder compliance requirements and targets.
6. Assist with manipulation, analysis and evaluation of specialised postgraduate funding processes, highlighting any issues for further investigation and preparing management reports to support high level decision making by the University.
7. Deliver and oversee activities and processes in relation to the administration of postgraduate funding and advise and assist colleagues, staff and students on related processes to ensure service quality and efficiency.
8. Oversee the effective maintenance of information and documentation for both funders and the university for a range of postgraduate awards ensuring systems, websites and reports are updated as required. Monitor systems, procedures and customer feedback to ensure effectiveness of provision and take necessary steps to update and enhance the student experience.
9. Undertake a portfolio of responsibilities supporting funding for postgraduate students, which may include oversight of other scholarship opportunities, research and communication of funding opportunities, and analysis relating to student financial support.
10. Undertake short-term projects and contribute when required to projects within Postgraduate Awards to support the achievement of project objectives.
11. Support the work of the Postgraduate Awards Manager and other members of the team by assisting with general administrative tasks, organising and servicing meetings and other tasks relating to the general provision of support to postgraduate students in relation to funding matters.
12. Undertake any other duties which are appropriate to the post as may be reasonably requested by the Postgraduate Awards Manager.

ESSENTIAL CRITERIA:

1. Educated to degree level or equivalent with significant relevant administrative or management experience or substantial relevant administrative or management experience in a university or FE environment role.
2. Experience working in an environment requiring adherence to policies and procedures and developing and implementing processes to ensure compliance is achieved.
3. Experience of delivering comprehensive customer care and providing advice to students and a range of stakeholders based on policies and procedures.
4. Experience with a range of IT systems and software, including using financial management systems, databases and up to date knowledge of MS Office.
5. Evidence of analysing and manipulating information and presenting relevant management information.
6. Excellent oral communication skills, experience communicating with people from a wide range of cultures and explaining how to complete complex processes.
7. Excellent written communication skills demonstrated through experience of report writing and correspondence with customers.
8. Excellent attention to detail and ability to learn new information quickly.
9. Flexible, willing to adapt to new tasks and duties and work out of hours as the role requires throughout the year (especially September and October).

DESIRABLE CRITERIA:

1. Experience of working with a payroll system and/or a university student information system.
2. Demonstrable experience in Higher Education sector.
3. Experience of working in a strictly confidential customer-care environment.
4. Experience of preparing for audits and working within a compliance-driven area.
5. Knowledge of key issues facing postgraduate students.