



PERSON SPECIFICATION

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| POST | STUDENT FINANCE ASSISTANT | | DEPT. | STUDENT SERVICES |
| GRADE | ADMIN & SUPPORT | | REF NO | 067-19 |

| EDUCATION / TRAINING | CRITERIA ESSENTIAL (E) DESIRABLE (D) | MEASURED BY INTERVIEW (I) APPLICATION (AF) ASSESSMENT CTRE (AC) PRESENTATION (P) CERTIFICATE (C) |
|--|--|---|
| Customer Service / Business Administration / Information Advice and Guidance Qualification at Level 3 or above | E | AF / C / I |
| Level 2 English and Maths at grade 4/C or above (or equivalent) | E | AF / C / I |
| IT Skills qualifications at Level 2 | D | AF / C / AC / I |
| RELEVANT EXPERIENCE | | |
| Experience of working with a wide range of customers including staff, students and the public individually, offering information and advice. | E | AF / I |
| Experience of working with people aged 15+ in groups and individually. | E | AF / I |
| Experience of using a range of IT packages – spreadsheets, word, power point, data bases and email. | E | AF / AC / I |
| Experience of using the internet for research. | E | AF / I |
| Experience of liaising with a range of agencies to support students. | D | AF / I |
| Experience of working in an educational setting with students aged 15+. | D | AF / I |
| Experience of working with finance systems. | D | AF / I |
| RELEVANT KNOWLEDGE/ SKILLS & APTITUDES | | |
| Excellent interpersonal and communication skills with people of all ages, backgrounds and abilities. | E | AF / I |
| Ability to work in a team. | E | AF / I |
| Ability to meet deadlines, prioritise work load and work well under pressure. | E | AF / I |
| Ability to understand and interpret complex information and systems and explain it simply to others. | E | AF / AC / I |
| Ability to work accurately and carefully in all aspects of work. | E | AF / AC / I |

| SPECIAL REQUIREMENTS | CRITERIA | MEASURED BY |
|--|----------|-------------|
| The successful post holder would be expected to have a flexible approach to their work. | E | AF/I |
| The successful applicant will need to have a CRB check to work in the College environment. | E | AF/I |
| The post holder would be required to demonstrate an ability to discretion and maintaining confidentiality. | E | AF/I |
| Must be willing to undertake appropriate training and development in order to meet the requirements of the college. | E | AF/I |
| Awareness of health and safety requirements. | E | AF/I |
| Commitment to the principles of valuing diversity and equal opportunities. | E | AF/I |
| Bolton College is committed to safeguarding and promoting the welfare of young people and vulnerable adults and expects all staff and volunteers to share this commitment. | E | AF/I |
| The post holder would be expected to demonstrate a commitment to developing their knowledge and understanding of Further Education, including funding arrangements, student related processes and the quality framework. | E | AF/I |