

Person Specification

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| Post | Student Finance Assistant |  | Dept. | Student Services |
| Grade | Admin & Support |  | Ref No | 059-23 |

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| Education / Training | Criteria Essential (E)  Desirable (D) | Measured By  Interview (I)  Application (AF)  Assessment Ctre (AC)  Presentation (P) |
| Customer Service / Business Administration / Information Advice and Guidance Qualification at Level 3 or above  Level 2 English and Maths at grade 4/C or above (or equivalent)  IT Skills qualifications at Level 2 | E  E  D | AF / I  AF / I  AF / I |
| Relevant Experience |  |  |
| Experience of working with a wide range of customers including staff, students and the public individually, offering information and advice.  Experience of working with people aged 15+ in groups and individually.  Experience of using a range of IT packages – spreadsheets, word, power point, data bases and email.  Experience of using the internet for research.  Experience of liaising with a range of agencies to support students.  Experience of working in an educational setting with students aged 15+.  Experience of working with finance systems. | E  E  E  E  D  D  D | AF / I  AF / I  AF / I    AF / I  AF / I  AF / I    AF / I |
| Relevant Knowledge/ Skills & Aptitudes |  |  |
| Excellent interpersonal and communication skills with people of all ages, backgrounds and abilities.  Ability to work in a team.  Ability to meet deadlines, prioritise work load and work well under pressure.  Ability to understand and interpret complex information and systems and explain it simply to others.  Ability to work accurately and carefully in all aspects of work. | E  E  E  E  E | AF / I  AF / I  AF / I    AF / I    AF / I |

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| Special Requirements | Criteria | Measured By |
| The successful post holder would be expected to have a flexible approach to their work.  The successful applicant will need to have a CRB check to work in the College environment.  The post holder would be required to demonstrate an ability to discretion and maintaining confidentiality.  Must be willing to undertake appropriate training and development in order to meet the requirements of the college.  Awareness of health and safety requirements.  Commitment to the principles of valuing diversity and equal opportunities.  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.  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  E  E  E  E  E  E  E | AF / I  AF / I  AF / I  AF / I  AF / I  AF / I  AF / I  AF / I |