

## JOB DESCRIPTION

**Post:** Bursary Administrator and Personal Support Advisor – Truro

**Responsible to:** Head of Student Services

**Salary:** £24,454 - £26,092  
Scale 4 (Point 21 – 24)

**Conditions of Service:** Truro and Penwith College Conditions of Service

**Main Purpose of Job:**

- Provide high-quality administrative support, ensuring accuracy, organisation, and efficiency across all processes.
- Act as a key point of contact for students on a drop-in basis, offering a welcoming and supportive presence.
- Engage confidently in face-to-face interactions, demonstrating strong listening skills to understand individual student needs.
- Offer appropriate guidance and information to students, responding to queries effectively and sensitively.
- Signpost students to relevant services and support mechanisms in line with identified needs.
- Maintain a professional, compassionate, and student-focused approach at all times.
- Support the wider team in ensuring a responsive and inclusive service environment.

**Specific Duties**

- Processing bursary applications using 'PayMyStudent', a web-based software platform used to manage student bursary funds and financial support
- Managing and updating pay my student (an online portal to manage financial support)
- Speaking with learners and their parents/carers to support the application process
- Liaising with our finance department to ensure regular and ad hoc payments are made.
- Auditing
- Attending training on student finance updates and disseminating across the team
- Training new and upskill current members of the team
- Advising on policy updates
- Developing and maintaining internal administration processes

- Providing personal support, information, advice and guidance on a broad range of issues including health, relationships, financial, safeguarding, sexual health etc within the college. Including taking disclosures of higher-level safeguarding concerns.
- Providing a drop-in and appointment-based triage service to ascertain learners needs, and signpost to relevant internal and external support services.
- Supporting the events assistant in design and delivery of cross college events
- Supporting curricular and tutorial activities across the college
- Supporting student service teams and safeguarding teams across all campuses as necessary

## **General Requirements:**

As a member of staff, the post-holder will be required to further the agreed aims of the College by participating fully in the following:

The first six months of your employment will be a probationary period, during which your suitability for the position to which you have been appointed will be assessed

To participate in the scheme for appraisal and review of performance adopted by the College.

The provision of a high-quality environment for student learning and associated activities.

Student Welfare and Support Services.

To be responsible for promoting equality and diversity in line with College procedures.

The development of a flexible and responsive institution.

To act responsibly in using resources including contributing and complying with efforts and initiatives to reduce carbon emissions.

To always maintain the highest standards of professional behaviour (including compliance with the staff Code of Conduct), with a positive and student focused approach.

College Promotional and Marketing Activities.

The safe and appropriate use of College equipment, premises and property.

Health and Safety Procedures as laid out in the College Health and Safety Policy.

Staff Development Activities.

General College Developments.

All members of staff must be prepared for changes in their responsibilities and work.

The postholder will also be required to undertake such other tasks as the Principal from time to time may determine.

All members of staff are required as part of their duties to accept responsibility for safeguarding, Prevent and promoting the welfare of children and vulnerable adults.

## PERSON SPECIFICATION

### Bursary Administrator and Personal Support Advisor

Ideally, the person appointed will have the following skills and experience:

- Previous knowledge of 'Pay my student' would be an advantage but not essential as training will be provided.
- Strong IT skills needed.
- Previous administration experience.
- Good communication skills.
- Attention to detail needed.
- Confidence to learn new approaches and systems
- Flexibility to move between roles as needed.
- Strong interpersonal skills with compassionate communication skills
- Ability to develop and maintain relationships with students, staff and external agencies.
- Experience working with a range of people, preferably directly with adolescents
- Understanding and capacity to work with complex learners
- High empathetic resilience

The College is registered with the Disclosure and Barring Service, and the successful applicant will be required to apply for a Disclosure at the enhanced level. If you apply for a job with vulnerable people when you know you are on a barred list, you could be fined or face a prison sentence.

Truro and Penwith College are committed to ensuring a culture of valuing diversity and ensuring equality of opportunities.

## THE TRURO & PENWITH COLLEGE VISION

LOOK FURTHER REACH FURTHER GO FURTHER

### OUR AMBITIONS

#### LOOK FURTHER

- **Aspiration:** Students gain the confidence and self-belief to set ambitious progression and career goals
- **Inspiration:** Students are inspired by interactions with staff, stakeholders and alumni

#### REACH FURTHER

- **Triumph:** Students exceed expectation and achieve their full potential
- **Talent:** Expert lecturers with a passion for teaching, learning and assessment
- **T&PC Magic:** exceptional facilities, enrichment and opportunities

#### GO FURTHER

- **Progression:** Students progress to competitive universities, apprenticeships and jobs that provide strong foundations for successful careers
- **Prosper:** Students develop the skills needed to flourish at university or in employment
- **Productivity:** Students gain the skills employers need, supporting the economy to thrive

### OUR VALUES

Our values, chosen by staff and students, provide the foundations for a high-performing inclusive culture in which our ambitions can be realised.

#### WELLBEING

Looking after our own physical, social and emotional wellbeing; the most important foundation for a happy, healthy and prosperous future.

#### ENGAGEMENT

Taking full advantage of the opportunities available to us, both at college and beyond.

#### ASPIRATION

Wanting the best future for ourselves and having the self-belief that we can achieve it; looking beyond the horizon we may initially see.

#### RESPECT

Playing an active part in creating positive inclusive communities, where everyone is valued and respected.