

Job Description: Professional Service Positions

Faculty/Directorate/Service Area:	Student Life – Money Advice
Job Title:	Money Advice Assistant
Department/Subject:	Money Advice
Salary:	Grade 04 £23,881 - £25,733 per annum together with NEST pension benefits
Hours of work:	35 hours per week
Number of positions:	1
Contract:	This is a Permanent position
Location:	This position will be based at the Singleton/Bay campus

Main Purpose of Post	<p>The Money Advice service is a proactive, student-focused service, which operates within the Support and Retention division of the Student Life Directorate. The service simplifies financial management for students, promotes financial literacy, and provides tailored support to empower students to navigate financial challenges with confidence.</p> <ol style="list-style-type: none"> 1. Act as an initial point of contact for day-to-day student money issues initiating action involving or referring to Money – Student Life advisors, Manager and/or other services where appropriate 2. To deal with a range of enquiries from students, staff and other contacts across a range of mediums in a professional manner, establishing their requirements and responding accordingly 3. Help resolve funding and hardship fund queries and identifying and triaging complex queries, passing them to correct members of the wider Money – Student Life team for further action. 4. To monitor the services email in-boxes ensuring response targets are met 5. Collaborate with team members and StudentLife colleagues in order to make recommendations for developments of established processes and procedures 6. Establish working relationships with key contacts to help improve service levels 7. Undertake a variety of administrative duties to support the team, including data monitoring. 8. Establish meeting agendas and undertake the recording of meeting minutes. 9. Update administrative systems and databases with accurate information and provide detailed activity reports, including team KPIs. 10. To compile weekly reports on relevant budgetary expenditure and activity. 11. To garner and collate service user feedback. 12. Assisting the Money – Student Life team in the development and delivery of welcome, social and engagement activities 13. Contributing to IT systems related to Money – Student Life 14. To contribute to the updating and maintenance of the services webpages, ensuring compliance with Welsh Language standards. 15. Participate in the promotion of the service and creation of posts for social media in line with the departments’ requirements.
General Duties	<ol style="list-style-type: none"> 16. To fully engage with the University’s Performance Enabling and Welsh language policies 17. To promote equality and diversity in working practices and to maintain positive working relationships. 18. To lead on the continual improvement of health and safety performance through a good understanding of the risk profile and the development of a positive health and safety culture. 19. Any other duties as agreed by the Faculty / Directorate / Service Area. 20. To ensure that risk management is an integral part of your day to day activities to ensure working practices are compliant with the University's Risk Management Policy. Grades 1-6 / To ensure that risk management is an integral part of any decision making process, by ensuring compliance with the University’s Risk Management Policy <u>Grades 7 and above.</u>



	<p>21. Contribute to/support delivery of belonging activities/initiatives across the University to ensure all our staff and students feel a strong sense of belonging at Swansea.</p>
<p>Professional Services Values</p>	<p>All Professional Services areas at Swansea University operate to a defined set of Core Values - Professional Services Values and it is an expectation that everyone is able to demonstrate a commitment to these values from the point of application through to the day to day delivery of their roles. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.</p> <p>We are Professional We take pride in applying our knowledge, skills, creativity, integrity and judgement to deliver innovative, effective, efficient services and solutions of excellent quality.</p> <p>We Work Together We take pride in working in a proactive, collaborative environment of equality, trust, respect, co-operation and challenge to deliver services that strive to exceed the needs and expectations of customers.</p> <p>We Care We take responsibility for listening, understanding and responding flexibly to our students, colleagues, external partners and the public so that every contact they have with us is a personalised and positive experience. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.</p>
<p>Person Specification</p>	<p>Essential Criteria: Values:</p> <ul style="list-style-type: none"> • Demonstrable evidence of taking pride in delivering professional services and solutions • Ability to work together in an environment of equality, trust and respect to deliver services that strive to exceed the needs and expectations of customers. • Demonstrable evidence of providing a caring approach to all of your customers ensuring a personalised and positive experience <p>Essential Criteria: Values:</p> <ul style="list-style-type: none"> • Demonstrable evidence of taking pride in delivering professional services and solutions • Ability to work together in an environment of equality, trust and respect to deliver services that strive to exceed the needs and expectations of customers • Demonstrable evidence of providing a caring approach to all of your customers ensuring a personalised and positive experience <p>Qualification:</p> <ul style="list-style-type: none"> • Sound basic education, including a minimum of Grade 'C' in Maths and English or equivalent work experience <p>Experience:</p> <ul style="list-style-type: none"> • Experience of providing clerical support in a busy and fast paced environment • Dealing with a wide range of general and specific enquiries in a professional, efficient and courteous manner



	<ul style="list-style-type: none">• An ability to work accurately within tight deadlines, applying good organisation skills, planning and prioritising a number of tasks and working on your own initiative• Experience of working with a diverse group of people and delivering high quality services <hr/> <ul style="list-style-type: none">• Ability to plan, prioritise and organise your own workload within agreed time scales as set by your line manager. <p>Knowledge and Skills:</p> <ul style="list-style-type: none">• Demonstrably excellent communication skills, both verbal and written, and the ability to present information in a clear and accurate manner to varied audiences and stakeholders.• Excellent organisational and time management skills with ability to prioritise work to meet deadlines.• Ability to use initiative and problem solving to resolve day-to-day problems relating to the area of work.• The ability to work both independently and to be relied upon as a strong member of a busy team• Ability to apply discretion and sensitivity in handling confidential information• Good understanding of data integrity, attention to detail regarding data quality and ability to work methodically and follow set processes and procedures accurately• Excellent IT skills and knowledge of IT systems (For example, Microsoft Office, University's SITS database and Intranet system)• Attention to detail and the ability to work accurately, at speed and within tight deadlines• Evidence of excellent time management and organisational skills, clearly demonstrating the ability to plan and prioritise a number of tasks• Welsh Language: Level 1 – 'a little' (you do not need to be able to speak any Welsh to apply for this role) e.g. pronounce Welsh words, place names, department names. Able to answer the phone in Welsh (good morning / afternoon). Level 1 can be reached by completing a one-hour training course. <p>Desirable Criteria:</p> <ul style="list-style-type: none">• Ability to communicate in Welsh• Experience of administrative work in Higher Education, ideally in a student facing role and within in a busy and pressurised environment
Welsh Language Level	<p>Level 1 – 'a little' - pronounce Welsh words. Able to answer the phone in Welsh (good morning / afternoon). Able to use very basic every-day words and phrases (thank you, please etc.). Level 1 can be reached by completing a one-hour training course.</p> <p>For more information about the Welsh Language Levels please refer to the Welsh Language Skills Assessment web page, which is available here.</p>



Swansea University
Prifysgol Abertawe

