

Description and Person Specification

Professional Services Staff

Job title: Student Loan Company Officer

Department: Registry, Directorate of Student Recruitment and Success

Pay Grade: 3

Line Manager: Statutory Returns and Academic Data Manager

Role Purpose: The Student Loan Company (SLC) Officer is responsible for managing and coordinating all aspects of SLC processes within Registry which include Student Information System (SIS), Course Management System (CMS) and the Fee confirmation.

This role manages and ensures compliance with SLC regulations, managing student funding processes effective and efficiently, confirms registrations for fee purposes, creates course records on the Course Management System, sources HECOS codes for new courses added to the CMS and provides expert advice to students and staff regarding funding eligibility and payment schedules.

The officer will lead and work closely with internal stakeholders to ensure seamless integration of SLC processes into student administration.

To understand the Student Records System, Student Loans System other IT systems to carry out their duties.

Support where needed other activities within Registry such as but not limited to enrolment and registration activity, assessment management, statutory returns, Graduation and other corporate events as required.

Duties and Responsibilities:

- Manage all aspects of the student loans system which include the Student Information System (SIS) and Course Management System (CMS) components.
- Manage the student finance applications, ensuring compliance with SLC policies and procedures.
- Act as the primary contact for students, providing guidance on processing student funding applications and payment schedules.
- Process student finance information accurately and efficiently, ensuring all necessary documentation is completed in a timely manner.

- Work closely with internal teams, including Finance, Admissions, Student Records and Student Services, to maintain accurate student records.
- To lead and manage the updating SLC student records regarding student transfers, withdrawals, suspensions and resumptions.
- Monitor and reconcile SLC payments and respond to discrepancies or payment issues promptly.
- Ensure compliance with external regulatory bodies and policies.
- Liaise with the SLC and other external funding bodies to resolve queries and ensure timely payment of tuition fees and loans.
- Manage the CMS for Undergraduate and Postgraduate on an annual cycle, ensuring completeness and accuracy against SLC deadlines.
- Working with internal teams to establish validate HECOS codes for new and existing courses on the CMS.
- Liaise directly with the SLC on any issues or concerns related to the CMS.
- Working with colleagues in the University Finance Team to manage Registration confirmations that release student fees to the University.
- Resolve any issues or concerns raised in relation to student fee confirmations, working closely with the University Finance Team.
- Have excellent understanding of all information and communication technologies to achieve job objectives such as but not limited to SIS, CRM, our internal student information record system and Microsoft packages.
- Provide training and support to colleagues on student funding policies and SLC processes where necessary.
- Assist in the development and continuous improvement of student SLC procedures to enhance service delivery. Where necessary write local guides on processes with the SLC system.
- Maintain accurate records and prepare reports on student funding applications and payments.
- Attend external and internal training, webinars, conferences and training days related to SLC and its wider context in Higher Education, ensuring the University and Registry are in line with good sector practice.

General Requirements

- To engage in Institution-wide committees or working parties when required.
- To engage in training and professional development as appropriate to the requirements of the role.

- To demonstrate understanding of Ravensbourne's values, culture and educational ethos and promote these through everyday practice in the role.
- To work within Ravensbourne's Code of Conduct and other Rules.
- To comply with all legislative, regulatory and policy requirements (e.g. Finance, HR) as appropriate.
- To carry out the policies, procedures, and practices of Health & Safety in all aspects of the role, and to ensure that guests to the Institution are given appropriate health and safety information on arrival.
- To demonstrate the value and importance of equality and diversity in every aspect of Ravensbourne's work and show commitment through everyday practice in the role.
- To work in accordance with and promote Ravensbourne's environmental sustainability policy and practices.
- To work continuously to improve individual knowledge, skills, and behaviours for the current role and for the longer-term, gaining appropriate professional qualifications/accreditation and maintaining membership of appropriate professional bodies as appropriate.
- To make full use of all information and communication technologies to meet the requirements of the role and to promote organisational effectiveness.
- To perform such other duties consistent with the role as may from time to time be assigned, collaborating fully with others to get the work done and Ravensbourne's objectives achieved.

Knowledge and Experience	Essential	Desirable
Education Educated to Degree Level or equivalent.	✓	
Professional qualifications/experience Maintains, develops and applies comprehensive knowledge of all aspects of the student records system (SITS) in ways that are proportional to Ravensbourne's nature, scale and complexity, and retains that knowledge and its application up to date and relevant.	✓	
Higher Education knowledge Knowledge of a Higher Education, Registry, and general Higher Education experience.	✓	
Understanding of the Student Loan Company process and systems.		✓
Knowledge SITS specific, training, expertise and practical experience, detailed knowledge of a Higher Education Academic Registry and general HE experiences.	✓	

SIS and CRM specific, training, expertise and practical experience.		✓
Core Personal skills abilities and behaviors	Essential	Desirable
Equality, Diversity & Inclusion	✓	
Communication Communicates clearly orally and in writing. Builds and maintains effective relationships openly and honestly, respond well under pressure. Ability to use every medium appropriately and with consideration for the intended audience, enabling the messages to be easily understood and able to be acted upon.	✓	
Organisational Values	✓	
Organising work Organises work for optimum effectiveness, using all the resources, tools and methods available, so that the objectives of the role, team and organisation are met.	✓	
Using IT Makes optimum use of appropriate digital technology and IT systems in all aspects of the role, particularly the ability to operate in a Virtual Learning Environment	✓	
Team working Works collaboratively and harmoniously with the wider Student community. Working as part of Registry and wider central teams at Ravensbourne	✓	
Customer focus and service Understands the relationship between provider and customer, and the expectations of the recipient of a service. Can identify all such relationships in which they are involved, and with an attitude of mind that places the needs of the customer first, provides a service that fully satisfies them.	✓	
Problem solving and decision making Anticipates, where possible, problems or issues and deals with them creatively and constructively, reaching a rational decision for dealing with the problem or issue, one that is capable of practical implementation.	✓	
Future focussed and change-ready Understands their current position in the broader environmental context and is receptive to, and open minded about, change, enabling them to respond positively and creatively to changing circumstances and requirements within the Student Records System.	✓	

Numeracy and Statistics		
Understands, uses and presents numerical information clearly and accurately, according to the requirements of the task in hand.	✓	
Service Knowledge and its application		
Maintains, develops and applies comprehensive knowledge of all aspects of the service in ways that are proportional to Ravensbourne's nature, scale and complexity, and keeps that knowledge and its application up to date and relevant.	✓	
Professional context		
Develops and maintains an understanding of how developments in the professional, legal, regulatory and educational contexts impact upon own role specifically, and Ravensbourne more generally.	✓	
Key working relationships: Head of Registry Registry Managers Registry Team Planning Team Student System Lead and Team IT Team Admissions Team Core Applications and Data Team Student Services Finance Team Student Loans Company		
Resources Managed Budgets: N/A Staff: N/A Other: N/A		

Our Values

Connection: We value what happens together and we collaborate to achieve our collective goals.

Dynamism: We embrace every opportunity to adapt and optimise.

Inclusion: We celebrate our diversity, and we embrace difference as a source of strength.

Professionalism: We aim for quality in everything we do and take pride in our work.

