

## Student Finance Officer

**Reports to:** Head of Student Finance

**Key Relationships:** Registrar, Head of Admissions, Head of Student Experience, Academic Staff, Collaborative Partners, SLC/SFE.

<b>Location:</b>	London, Hybrid
<b>Salary:</b>	£28,000 to £32,000 p.a. dependent on experience
<b>Hours:</b>	Full Time
<b>Contract Type:</b>	Permanent

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## Role Summary

The Student Finance Officer plays a key role in the administration, monitoring and reconciliation of student funding, with particular responsibility for Student Finance England (SFE) / Student Loans Company (SLC) processes.

The postholder will support the Head of Student Finance in ensuring accurate and timely student loan administration and the monitoring of attendance for funding confirmation purposes. The role requires strong analytical skills, attention to detail, and the ability to manage complex funding.

The role will involve close collaboration with Admissions to ensure compliance at the earliest stage of the student lifecycle.

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## Key Responsibilities

### Student Finance Administration (SFE/SLC)

- Provide end-to-end support to students applying for SFE/SLC funding, from application through to approval and payment confirmation.
- Liaise with partner institutions and SLC to monitor funding approval progress.
- Create and submit Change of Circumstances (CoC) forms via the SLC portal.
- Confirm attendance and registration on the SLC portal to trigger payments.
- Produce and analyse SLC payment and reconciliation reports.
- Support termly and annual reconciliation processes for student referral Agents and collaborative partners.
- Compile payment reports for students studying under franchised or collaborative partnership arrangements.
- Support LLE (Lifelong Learning Entitlement) administration and reporting requirements.

## **Attendance Monitoring & Compliance**

- With the support of the Attendance Monitor, review weekly attendance registers and monitor timely submissions, and
- Follow up with absent students and issue formal attendance warnings where appropriate, and
- Provide attendance data to support the academic 'At Risk (students)' panel.

## **Data Management & Reporting**

- Analyse student data to identify trends in attendance, funding, and withdrawals.
- Prepare regular compliance and performance reports in an agreed format.
- Issue and import ULNs and university ID numbers into the student record system (i.e., Quercus).
- Maintain up-to-date Student Finance and Student Services guidance and information on the VLE.
- Support the administration of student Bursaries.

## **Cross-Departmental Support**

- Support the Head of Student Finance and Head of Admissions with administrative and compliance-related tasks.
- Liaise with university partners to confirm student registration and attendance.
- Notify relevant departments and collaborative partners of student withdrawals and update records accordingly.
- Contribute to continuous improvement of processes, documentation, and student guidance materials (e.g., video tutorials, PDF guides).
- Support colleagues more broadly where necessary and appropriate with administrative and compliance-related tasks to ensure institutional success.

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## **Person Specification**

### **Essential:**

- Minimum of 2 years' experience administering SFE/SLC student finance processes within a Higher Education setting.
- Experience using student records systems and funding portals.
- Excellent analytical skills and high attention to detail.
- Ability to produce clear reports and interpret data trends.
- Confident user of MS Excel and AI tools.
- Strong written and verbal communication skills.
- Ability to manage sensitive and complex cases with professionalism and discretion.

### **Desirable:**

- Experience with collaborative partnerships or franchised provision.
- Knowledge of Lifelong Learning Entitlement (LLE).
- Experience using Quercus or similar student records systems.

# Benefits and Wellbeing Package

## ***Working at David Game Higher Education***

### ***Community, Support, Facilities and Resources for staff***

*DGHE is a leading independent higher education institution committed to academic excellence located in the heart of the City of London. We are strongly committed to equality, diversity and inclusion and dedicated to attracting and retaining the best possible staff. Our staff enjoy a range of benefits and facilities, aimed at fostering a sense of community, enjoyment and fulfilment while working with us.*

Core benefits/services/facilities on offer:

- Generous annual leave of 25 days plus college closure days plus public holidays
- Contributory pension scheme
- Salary sacrifice cycle to work scheme
- Interest-free travel season ticket loan
- Free eye tests and contribution to cost of frames
- A range of staff training and development activities
- *Other benefits as listed below.*

These include:

### **Health and Wellbeing:**

- **Employee Assistance Programme via 'HealthAware' (EAP):** available 24/7, 365 days a year for staff (and their immediate dependents) supporting general wellbeing and mental health. Free Financial, Legal, Medical advice and other family/work matters are available via the Helpline for staff and their dependents - including CBT **counselling**
- **My Healthy Advantage:** wellbeing and wellness App (free via EAP)
- **TogetherAll:** a 24/7, 365, anonymous peer-to-peer site supporting mental health, available to all staff using their DGHE email address
- **Access to Work (AtW):** support if you have a disability or health condition. You can speak with the staff adviser confidentially if you need advice/support in applying for the AtW, or want to know more about it.
- **Learning Differences/SpLD (dyslexia/dyspraxia/ADD/ADHD):** Staff are offered free, confidential screening for learning differences with follow-up advice and guidance on next steps. This includes screening for Visual Stress and guidance about using AtW to obtain support
- **Canteen and staff coffee rooms on-site**
- **Gym on-site**
- **Quiet Room**
- **Regular free staff socials**
- **Fabulous location in the heart of the City** and historical Roman London, Tower of London and The Gherkin just a 5 minute-walk
- **Easy commuting:** Liverpool St, Fenchurch St, Moorgate train stations less than 10 mins walk, Aldgate underground half a minute walk, Aldgate East and Tower Hill underground 10 mins walk, as is Tower Gateway DLR, and the area has many excellent bus services within 2 minute-walk.

## Financial Benefits:

- **Ride2Work Scheme** DGHE works in partnership with <https://www.bike2workscheme.co.uk/> offering the Government approved 'Ride2Work Scheme'. The scheme recognises that commuting to work by bicycle will save you money in addition to helping you become healthier and happier
- **Interest-free travel season ticket loan**
- **TOTUM cards (formerly NUS Extra):** staff are eligible to apply for this using their DGHE email address - access to many discounts, including 10% shopping at Co-op
- **Eligibility for Costco membership**
- **Apples Product Discount:** Anybody who works in the education sector qualifies for a discount on Apple computers. It's not just limited to students, teachers and lecturers, but also covers all other staff members. [Offers](#) appear on a regular basis.

## Development and Training:

- **CPD opportunities (Continuing Professional Development):** support for relevant training and conferences, including financial and mentoring support for Academic staff applying for **Advance HE (Higher Education Academy) Fellowships**
- **DGHE Partner Institutions:** academic staff teaching on courses with our partner institutions (University of Gloucestershire and Buckingham New University) are able to access their own in-house training programmes free
- **E-Learning resources, free on the VLE** (Virtual Learning Environment) around wellbeing and other topics of interest common in higher education environments