

## Role Description & Person Specification

# Student Awards Officer (AO) 12-month LTA

## Department of Education, Sport and Culture

### What will you do?

The Department of Education, Sport and Culture's vision is:

To inspire, empower and provide learning, sporting and cultural opportunities that support all children, young people and adults. In striving for excellence, be a forward thinking, inclusive and nurturing organisation which enables everyone to achieve; enriching the lives of the community within the Isle of Man.

**Values: Respect • Integrity • Caring • Fairness • Trust**

### JOB PURPOSE

The main purpose of the role is provide a high quality service to students, their families and higher/further education institutions by processing applications for support and dealing with enquiries under the Student Awards Regulations.

### MAIN DUTIES AND KEY ACCOUNTABILITIES

#### Operational service and customer service delivery

- Timely and accurate processing of applications and input of student award application data in accordance with the approved Student Award Regulations and agreed policies and procedures.
- Collating and inputting details in respect of accounts, tax assessments and week's verification.
- Proactive management of case particulars to progress applications towards relevant outcomes including follow-up activities to request additional information to keep supported students records updated including financial accounts, exam results and changes of address, etc.
- Calculating the value of awards and communicating this information to students and parents, as required.
- Proactive processing of withdrawals, collating and presenting documentation to senior officers in respect of reclaim decisions. Carry out follow-up activities to ensure completion.
- Support line management in relation to student loan administration processes.
- Responding to requests for information and advice from students, their families or institutions.
- Providing input into review of operational processing periods and Student Awards Regulations

- Administration and maintenance of student records information.
- Attending student education/employment events to provide information about Student Awards, as and when required.

#### Service standards

- The provision of high standards of customer service including dealing with enquiries from students, contributors, colleges and higher education establishments in a courteous and constructive manner in person, by telephone and in written correspondence.
- Processing of applications and other work to agreed service levels and quality standards, taking necessary steps to proactively prevent, address or escalate issues of potential concern or complexity.

#### Management Information and Governance

- Assist with development of operational management information systems, specifically the Student Awards system, and take responsibility for ensuring the accurate recording of related data.
- Production of statistical reports from management information systems including regular workload status reports and preliminary analysis as required.
- Undertake User Acceptance Testing of periodic computer systems upgrade/releases and report upon outcomes.
- Participate in the continuous review of working practices to improve efficiency and effectiveness of the Division and its services.
- Contribution to maintenance of the Divisions Risk Register, including reporting of risk and near-miss events.
- Assist in designated duties under the Department's emergency or continuity plans as required.

#### Administration and Other Duties

- Organise meetings of the Student Awards Review Panel to consider appeal cases, including preparation of case materials and notification of appeal outcomes to appellants.
- Daily review and reply of routine enquiries received via the Student Awards email enquiries inbox with escalation of complex or contentious matters to line manager.
- Processing other applications within the Corporate Services Division during other peak activity periods.
- Provide cover and back-up of administrative, telephony, reception, postal and other corporate support services throughout key operational periods.
- Provision of records management support activities, including the digitisation, transfer or destruction of student awards records, as directed, in accordance with the Department's

records retention schedules. Create and maintain inventories of Department records and destruction logs.

- Any other duties or reasonable instructions relevant to the Administrative Officer grade, including cover as may be required in the Department, including rotated duties for the Corporate Services Administration and Training Services Teams.

### **General Scope**

The job description is intended to be a guide to the general scope of duties and not a rigid, inflexible specification and should be reviewed and amended accordingly, in line with the provisions of the 3C's performance management system.

### **Representation and corporate contribution**

The post holder will represent the Department of Education, Sport and Culture in a range of settings, forums, committees, working groups. It is expected that the post holder will be a committed ambassador of the Department and the work that it seeks to achieve. More specifically they will be required to:

- promote the policies, aims and objectives of the Department; and
- provide sound and logical advice within the scope of the role.

### **Training**

The post holder will receive training commensurate with the requirements of the post and may be required to attend relevant training courses.

### **Performance management and improvement**

All Civil Servants have a personal responsibility for performance management. The post holder will be expected to contribute to their personal development plan and interim performance reviews.

### **Health and Safety**

The post holder will have a personal responsibility for their own health and safety, the impact of their advice and actions on others and for seeking guidance as appropriate. They will be responsible for reporting any possible risks or near misses to a responsible manager and/or the Health & Safety Adviser for the Department of Education, Sport and Culture as appropriate.

### **Reporting Framework**

The post holder reports to the Student Awards Manager.

### **Integrity**

As an appointee of the DESC the post holder is expected to recognise that their everyday business requires the highest level of personal integrity. Each Officer has a personal responsibility to maintain the confidentiality of all DESC business and to uphold such confidences.

### **What do you need to be successful in this role?**

<b>Credibility</b>	<b>Essential or Desirable</b>	<b>Method of Assessment</b>
5 GCSE's including English Language at Grade C (4) or above or equivalent	D	CV
High levels of numeracy	D	CV/Interview
Clear and audible, both face to face and on the telephone	E	CV/Interview
Deal with all customer enquiries politely, professionally and effectively	E	CV/Interview
Build positive relations with team members	E	CV/Interview

<b>Capability</b>	<b>Essential or Desirable</b>	<b>Method of Assessment</b>
Manage time effectively	D	CV/Interview
Be able to identify key facts in a situation	E	CV/Interview
Learn from own mistakes and share that learning with others	D	CV/Interview
Remain focused under normal, and extended work pressures	E	CV/Interview
Adapt to changing demands or new situations	E	CV/Interview
Make suggestions for improvements to the processes used and consider other's view points	E	CV/Interview
Good attention to detail	E	CV/Interview

<b>Character</b>	<b>Essential or Desirable</b>	<b>Method of Assessment</b>
Provide support and share knowledge to other team members	D	CV/Interview
Be motivated to provide the best possible support for their team	E	CV/Interview
Work with energy and enthusiasm to complete tasks on time	E	CV/Interview
Recognise and take pride in team achievements	D	CV/Interview

<b>Circumstances and interests</b>	<b>Essential or Desirable</b>	<b>Method of Assessment</b>
Able to be flexible with working hours to meet customer delivery needs	E	CV/Interview
Satisfactory Police Check	E	Pre-employment checks
Current driving licence	D	CV
Isle of Man Worker	D	Application

### **Competencies Levels for this post**

Competency	
<b>Leading and working together</b> – is clear about own role and priorities taking responsibility for providing an excellent service; works supportively as a team player in pursuit of agreed objectives; effective working relationship with colleagues; deals constructively with interpersonal issues.	A
<b>Communicating and influencing</b> – Communicates openly with colleagues; is confident speaking in a group or team situation and expresses views in a clear and succinct way. Influences and convinces others to accept or agree to ideas; takes active steps to build acceptance of proposals using knowledge of the organisation openly with colleagues and expressing views clearly and succinctly to influence and convince others.	B
<b>Achieving results</b> – Organises own time efficiently, working in an orderly and disciplined way; makes day to day decisions within limits of authority and refers more important decisions in a timely and appropriate manner; delivers agreed tasks on time. Liaising with colleagues where necessary.	A
<b>Delivering a quality service</b> – Dealing effectively with non-routine customer queries or problems and working with colleagues to improve service provision.	B
<b>Changing and learning</b> – Assisting, coaching and advising colleagues to develop competence and confidence and actively looking for better ways of working.	B
<b>Showing commitment and resilience</b> – Takes a pride in doing what is required of them on time and to the required standard; willingly takes on additional responsibilities when required; is positive and enthusiastic under normal, routine work pressures; maintains focus and shows determination when faced with setbacks.	A