



LIVERPOOL
HOPE
UNIVERSITY

1844

Recruitment Pack

Student Loans Company Liaison Officer

Job Reference: 4AFIN101

Closing date: Monday 27th January 2025 by 5.00 p.m.

www.hope.ac.uk





POST: Student Loans Company (SLC) Liaison Officer

STARTING DATE: ASAP

SALARY RANGE: £28,081 - £31,387 (Grade 5) per annum

TYPE OF CONTRACT: Permanent

WORK PATTERN: 35 hours per week (Monday to Friday 09.00 a.m. to 5.00 p.m.)

REPORTS TO: Student Finance and Funds Manager

The Post

The Student Finance and Funds team based within Student Life is seeking to appoint a Student Loans Company (SLC) Liaison Officer.

We are seeking an enthusiastic and experienced individual to join our team in supporting students to ensure they receive timely and accurate payments from SLC. This key role will require the postholder to manage a caseload and respond to queries from student who need assistance to ensure they have all the necessary funding in place to study.

The post holder will also be responsible for managing all processes required to ensure prompt collection of tuition fee loan monies from the Student Loans Company (SLC).

The successful candidate will also have responsibility for a range of student finance processes, including collection work for student debt. We are seeking someone who has experience working in a finance related service preferably in HE or a student facing role.

The SLC Liaison Officer will be expected to be able to empathise and deal sympathetically with student who are experiencing financial challenges but also understand the importance of ensuring that the Universities financial regulations are adhered to at the same time. Candidates should have experience of office administration, student fee collection and invoicing activities.

This is a demanding role and the successful post holder will need to demonstrate excellent organisational skills, be an effective communicator, have excellent customer services skills and be proficient in all Microsoft Office skills. The ability to work under pressure and as part of a wider team and across the Student Life services is essential. The post holder will be required to work flexibly, prioritise workloads and be able to show personal initiative and judgement.

This post is permanent subject to the normal probationary period of 12 months.

Job description/key duties of the post

Job Title	Student Loans Company Liaison Officer	Code	
Subject/Service Area	Finance/ Student Life		
Reports to	Student Finance & Funds Manager		
Accountable To	Director of Student Life		
Purpose of Job			
The primary purpose of this role is to liaise with the Student Loans Company (SLC) as well as other awarding authorities - (Student Finance England, Wales and Northern Ireland as well as SAAS and the EU team) in order to produce an efficient payment, invoicing and collection process for these organisations and the students. In addition, the post holder will be responsible in ensuring that individual student accounts for full time undergraduates are administered in a timely manner and collection rates for tuition and accommodation fees reach KPI targets.			
Key Tasks / Responsibilities			
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<ol style="list-style-type: none"> Understand the Compelling Personal Reasons appeals process including SLC funding eligibility and calculations, to ensure appeal is accurate. Ensure you are aware of the attendance confirmation report/registration process. Be aware of the term dates which enables both confirmations to be run in a timely manner. The attendance confirmation report impacts the University cash-flow and registration returns must be accurate and completed on time as this releases the students funding. Take responsibility for the SLC account, including Debtor/Credit reports, withdrawal reports, reconciliations, allocations, change of circumstance forms and collection of debts. Ensure you understand the transactions on the account before telephone collection commences – check the account and work with the team. Be able to give accurate financial information to all students. Have knowledge and understanding of fees, groups and the charging procedure in the event of a student leaving before the end of their course. Work with the funds/student life team/departments to ensure a good working relationship is maintained to allow a smooth process when dealing with financial queries/regulations and reporting to the SLC.
Materials, resources & equipment to be used
PC Printer Photocopier PowerPoint Range of standard software
Qualifications / Experience Required
Good knowledge of Unit 4 and SITS (Internal finance system) and SIS (SLC data) systems. Excellent communication skills both verbal and written Ability to build relationships with internal and external partners.
Regular contacts (internal / external)
INTERNAL Student administration staff Students Finance Staff All other colleagues where necessary EXTERNAL Awarding Authorities – SLC/SFE/Wales/Ireland/EU team and SAAS
Staff Reporting to Post holder
None

Person Specification

Methods of assessment

Application form **(A)**

Interview **(I)**

Presentation **(P)**

Educational Requirements	Essential (E)/Desirable (D)	Method of Assessment (A/I/P)
<ul style="list-style-type: none">GCSE or equivalent in Mathematics and English	E	A
Experience	Essential (E)/Desirable (D)	Method of assessment
<ul style="list-style-type: none">Experience of working in a finance related environment, preferably within the Higher education sector	E	A/I
<ul style="list-style-type: none">Experience of working in a customer orientated environment	E	A/I
<ul style="list-style-type: none">Experience working with Excel databases and large volume spreadsheets containing multiple formulae.	E	A/I
<ul style="list-style-type: none">Experience of large-scale reconciliations of receivable accounts	E	A/I
<ul style="list-style-type: none">Experience working in a money collections team.	D	A/I
Skills and Knowledge	Essential (E)/Desirable (D)	Method of assessment
<ul style="list-style-type: none">Microsoft office including Excel, Word and PowerPoint	E	A/I

<ul style="list-style-type: none"> Excellent oral and written communication skills 	E	A/I
<ul style="list-style-type: none"> Knowledge of the workings of the SLC and how their systems integrate with HEI's and their impact on the payment of tuition fee loans 	E	A/I
<ul style="list-style-type: none"> Ability to give high level of student service 	E	A/I
Any other requirements	Essential (E)/Desirable (D)	Method of assessment
<ul style="list-style-type: none"> Ability to be a team player 	E	A/I
<ul style="list-style-type: none"> Self-motivated and able to work independently and on own initiative. 	E	A/I
<ul style="list-style-type: none"> Excellent customer services skills, ability to be professional, empathetic and supportive. 	E	A/I
<ul style="list-style-type: none"> A focussed approach with an ability to work to high levels of accuracy and attention to detail 	E	A/I
<ul style="list-style-type: none"> Ability to build relations with key internal personnel as well as with external partners 	E	A/I
<ul style="list-style-type: none"> Be able to work under pressure to deadlines. 	E	A/I
<ul style="list-style-type: none"> A flexible approach with a willingness to respond and adapt to changing circumstances 	E	A/I

Name of contact for queries

Mark Pringle
Student Finance and Funds Manager
pringlm@hope.ac.uk

Conditions of service:

This post is based at Hope Park campus. However, you may be required to work in other areas of the University as and when required.

The post is permanent, subject to the normal probationary period of 12 months.

Salary scale for this post is £28,081 - £31,387 (grade 5) per annum. New appointments will normally be made on the first incremental point of the advertised grade within the salary scale. In certain circumstances, it may be appropriate to offer a candidate a higher incremental point of the advertised grade. A higher salary will not be offered purely on the fact that it has been requested. Any starting salary above the first incremental point of the advertised grade must be justified and **supported by evidence**. Salary is payable monthly in arrears by bank giro credit on and around the 20th of each month.

The annual leave runs from 1st September to 31st August. Holiday entitlement is 28 days per year plus statutory Public Holidays and Liturgical days. This entitlement is pro-rated for part-time staff.

Further Information

Liverpool Hope University has two main teaching campuses – Hope Park in the Liverpool suburb of Childwall and the city centre Creative Campus.

We have invested more than £60 million in buildings and equipment over the past eight years and we are proud of our campuses. Stunning listed buildings sit alongside modern architecture, and with beautiful gardens and facilities, which make Liverpool Hope University a unique place to work and study.

Mission and Values

Liverpool Hope University is an ecumenical Christian Foundation, which strives:

- to provide opportunities for the well-rounded personal development of Christians and students from other faiths and beliefs, educating the whole person in mind, body and spirit, irrespective of age, social or ethnic origins or physical capacity, including in particular those who might otherwise not have had an opportunity to enter higher education;
- to be a national provider of a wide range of high-quality programmes responsive to the needs of students, including the education, training and professional development of teachers for Church and state schools;
- to sustain an academic community, as a sign of hope, enriched by Christian values and worship, which supports teaching and learning, scholarship and research, encourages the understanding of Christian and other faiths and beliefs and promotes religious and social harmony;
- to contribute to the educational, religious, cultural, social and economic life of Liverpool, Merseyside, the North-West and beyond.

Liverpool Hope's Values

Hope strives to meet the following values, which are integral to the fulfilment of its Mission:

- be open, accessible and inclusive,
- take faith seriously, being fully Anglican, fully Catholic, fully ecumenical, fully open to those of all faiths and beliefs,
- be intellectually stretching, stimulating, challenging,
- be hospitable, welcoming, cheerful, professional, full of Hope; creating supportive communities in aesthetically pleasing environments,
- be well-rounded, holistic, integrated, a team, a community of communities, collaborating in wider partnerships.

Equality and Diversity

Consistent with its Mission, Liverpool Hope strives to be a university where the individual and individuality matter. We hold students, staff and visitors in high regard and we seek to foster a working and learning environment that recognises and respects difference. All staff are expected to comply with the University's Equality and Diversity policies in the performance of their duties.

Health and Safety

Liverpool Hope University is committed to ensuring the health, safety and welfare of all staff at work and of students, visitors and others by continuous improvement in standards of health and safety. All staff are expected to comply with the University's Health and Safety policies in the performance of their duties

Sustainability

Liverpool Hope University is committed to enhancing the quality of its environment for its staff and students working and living at the University and the wider community; and aims to manage its operations in ways that are environmentally sustainable, economically feasible and socially responsible. All staff are expected to work in accordance with, and promote the University's sustainability practices.

Benefits of working at Liverpool Hope University

Liverpool Hope offers its employees a full range of benefits:

Pay and Pensions

- Competitive rates of pay defined using the HERA job evaluation scheme
- Pension schemes with generous employer contributions

Home and Family

- Generous Annual Leave Arrangement
- Opportunity for flexible working arrangements

Training and Development

- Induction training for all new staff
- Opportunities to participate in overseas exchange with Erasmus Staff Mobility
- Staff development opportunities

Health and Well-Being

- Hope Park Sports fitness suite and classes with discounted membership
- A range of food outlets with healthy eating options
- Staff counselling service
- Staff cycle scheme
- Support with lifestyle changes
- A range of social activities and groups
- On-site chapel, multi-faith prayer room and Chaplaincy
- Eye testing scheme

We also provide a variety of staff discounts ranging from reduced price Theatre tickets to discounts on beauty treatments.

Library services

Liverpool Hope's Library Service provides access to a wide-ranging collection of physical and online resources to support learning and research. The service also provides different types of study space across both campuses to support the wide range of learning styles and needs, from individual study rooms to group spaces, and from silent study to more relaxed social learning

Car Parking

All users of university car parks are required to pay for their use. The University has a scalable charging system for annual permits and pay and display facilities for occasional users.

We recruit staff nationally and internationally as we seek out the best to help build Hope for the future. If you join us, you will be doing so at an exciting and challenging time as we work to build a liberal arts inspired university of distinction in the UK.

How to apply

You can download the application form by the links below, or request a hard copy by emailing jobs@hope.ac.uk. You must return a Personal Details form (pages 1-3 or 1-4, depending on the version) and a Work History form (pages 4-8 or 5-8, depending on the version) for your application to be accepted.

[How to apply](#)

Useful Links

www.hope.ac.uk/lifeathope/welcome

www.hope.ac.uk/personnel

www.hope.ac.uk/jobs

www.hope.ac.uk/gateway/staff/staffdevelopment/newinternationalstaff

www.hope.ac.uk/media/liverpoolhope/contentassets/media,42616,en.pdf





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