

Candidate Pack - Money Advice Support Coordinator (Part time) (Ref: R1138)

Life at Leeds Trinity University





About us

Whether it is our sector-leading work helping more people into university, the major contribution we make to our changing towns and cities, or our vital role training the nation's key workers - we are working to create a fairer, wiser, more caring world.

At Leeds Trinity, we believe that we can help a greater variety of people and places to thrive by emphasising well-being, wisdom and wider potential alongside academic excellence.

We find ourselves at a very exciting time in terms of growth and potential. Building on a set of strong foundations we have the opportunity to make a step change in academic development, employability, careers and the positive contribution we can make in our region, the country and wider world.

Location

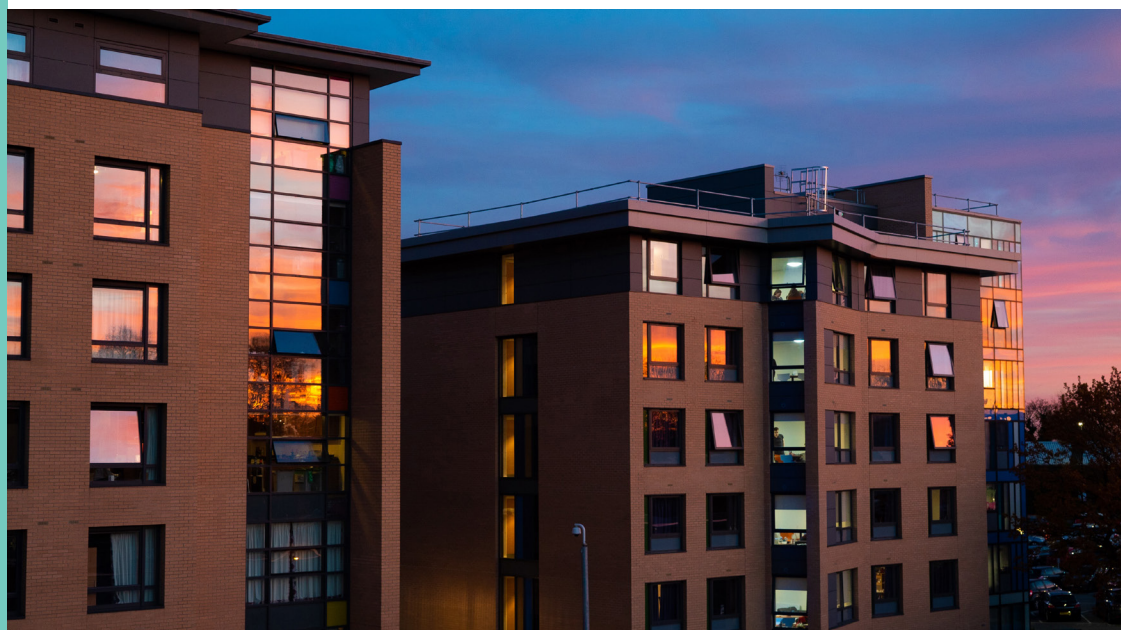


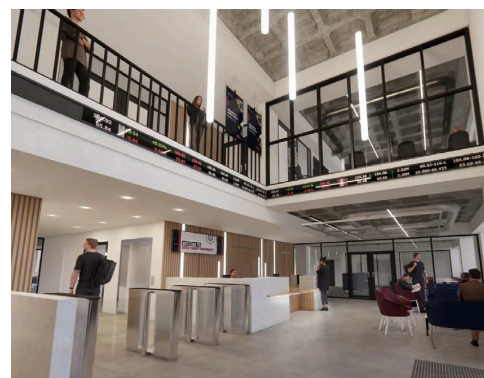
Horsforth Campus

Our Horsforth campus is situated in a leafy town located six miles north-west of Leeds city centre and two miles from Leeds Bradford Airport.

This popular suburb is filled with plenty of independent shops, pubs and restaurants to explore, all surrounded by stunning views.

Our green campus offers the best of both worlds with easy links to and from the city of Leeds via train, as well as acres of attractive grounds and on-site car parking.





Leeds City Campus

Our City Campus is located at Trevelyan Square, in the heart of the city and just minutes away from Leeds train station.

With incredible shops, cafés and restaurants on your doorstep, as well as modern facilities to work in, this campus is an incredible place to make more happen. Located in an area surrounded by historic landmarks and modern amenities, Trevelyan Square offers a unique blend of heritage and innovation.

The following Schools will deliver their programmes at the Leeds City Campus:

- School of Business and Law
- School of Computer Science
- School of Construction and the Built Environment
- School of Criminology, Investigation and Policing

Joining our Leeds City campus promises not just a career opportunity, but an immersive experience in a thriving academic environment where ideas flourish and talents thrive.

Our Commitments

Vision

We will be a leading career-led and applied university. Our students will achieve outstanding outcomes. Our well-rounded learners and graduates will be sought by employers. They will shape a rapidly changing world.

Mission

Rooted in its Catholic foundation, Leeds Trinity is a diverse and inclusive University welcoming students from all backgrounds and beliefs which exists to provide a transformational educational experience, forming students and learners whose lives will flourish and find wholeness in their work and world. Focused on the innate dignity and value of each person, we seek to provide our students with a distinctively supportive academic and professional community, empowering them to discover their unique gifts and talents, and so fulfil their personal and professional potential.



Our Values

Our values, which are rooted in our Catholic heritage, serve as the cornerstone of our identity, and define us as a community. They reflect our commitment to excellence, inclusivity, integrity, care, and service, and guide us in our pursuit of making a positive contribution to society.

The embodiment of our values in our day-to-day working lives is more important than ever, as we embark on a period of significant organisational change, with growth on many fronts, not least in our staff community. Within this context, it is important that we maintain and uphold our core values and stay focussed on the strong sense of collegiality and solidarity that has helped us achieve success together as an institution for over 50 years.

Dignity and Care

We value the wellbeing, dignity, and contribution of each person by nurturing a community where students and staff can reach their full potential

Solidarity and Service

We promote the Common Good by widening opportunity and participation, forming outward partnerships, and by making a positive contribution to society.

Honesty and Integrity

We uphold truth, honesty, and integrity, fostering personal and collective accountability by stewarding our resources well and cultivating an awareness of our responsibility for the environment and the communities around us.

Respect and Inclusivity

We demonstrate our inclusivity by promoting equality in the opportunities we offer, in the right of everyone to contribute and by cultivating a safe community rooted in a culture of mutual respect.

Knowledge and Excellence

We aspire to stimulate keen scholarship and the pursuit of academic excellence by providing the highest standards of teaching, learning and research, and by continuously improving on our performance.



Achievements and Successes

We are a growing organisation with our portfolio of undergraduate, postgraduate, foundation, work-based learning and apprenticeship degrees.

Some of our recent achievements include:

- 18th in the UK and top in Yorkshire for student experience (The Times and Sunday Times Good University Guide 2023)
- 24th in the UK and 2nd in Yorkshire for teaching quality (The Times and Sunday Times Good University Guide 2023)
- 97% of our graduates in employment or further study within 15 months (Graduate Outcomes, Higher Education Statistics Agency (HESA) published 2022)
- In November 2020, Leeds Trinity became the first University in Yorkshire to achieve the Race Equality Charter (REC) Bronze award.
- Study via The National Students Survey analysis based on 132 institutions published in The Times/Sunday Times Good University Guide 2022.
 - The Overall Satisfaction ranking has increased from 119th to joint 25th (out of 132 institutions) this is also well above the sector average.
 - The highest-ranking improvement was in Learning Opportunities, which has risen from 113th in the sector to 23rd (an increase of 90 places).
 - Leeds Trinity University is ranked 1st out of 11 amongst regional institutions for Overall Satisfaction
 - Leeds Trinity University is ranked 2nd out of 11 for Overall Satisfaction.

Job Description: Money Advice Support Co-Ordinator

Purpose of the Role: We are looking for an individual to join our Money Advice team as a Money Advice Support Co-Ordinator. Using a range of skills, the successful candidate will support the team in providing accurate information and guidance to enrolled and prospective students and families. You will also support the team with your own non-specialist caseload, triaging of student queries, and co-ordinating activities to raise the profile of the team and student support services.

Applicants must have experience of working in an advice or support capacity in Higher Education and engaging with service users to understand their requirements. A thorough understanding of financial support needs of students is key as well as strong communication skills.

Responsible to: Money Advice Manager

Main Duties and Responsibilities:

1. Providing accurate information and guidance to enrolled and prospective students and their families / carers on national student funding processes and LTU's financial support provision.
2. Triaging a wide range of student finance enquiries (face to face, telephone and email), assessing initial information and co-ordinating support requirements by action or referral as appropriate to specialist advisers within the team, or externally, and managing a non-specialist case load.
3. Ongoing interpretation of new and varied funding arrangements in order to support student recruitment and retention.
4. Recording, monitoring, analysing and presenting data relevant to the delivery of the Money Advice service such as maintaining comprehensive records of student interventions and engagement with events and platforms, in line with GDPR and data regulations.
5. Support and co-ordinate activities to raise the profile of the Money Advice Service and Student Support Services and to support students' financial wellbeing. This will include regular campaigns such as National Student Money Week, open day events, training sessions, briefing and inductions to both prospective/current students and university staff; assisting, where necessary, in wider departmental activities and contributing, where appropriate, to the development of Student Support services. Some activities may take place outside of normal working hours.
6. Co-ordinating the provision of the University's financial assistance funds and triaging of the University Hardship Fund applications

7. Contributing to the identification of vulnerable or at-risk students, including students at risk of homelessness, financial or economic abuse, scams, gambling-related harms etc., and understanding of escalation pathways for complex concerns.

General Duties:

- To ensure the use of data complies with current regulations, particularly those relating to GDPR.
- To comply with all health, safety and wellbeing policies and procedures at all times and to take responsibility for promoting and safeguarding the welfare and protection of others.
- Apply equitable and inclusive practice in all professional interactions, consistent with the University's legal obligations and strategic commitments to equity and social justice
- To support and contribute to achieving the University's student recruitment and retention objectives.
- To carry out other duties, commensurate with the grade of the post, as may reasonably be directed by your line manager after due consultation.

As a values-led institution guided by principles of equity, social justice and belonging, the University expects all colleagues to uphold inclusive and respectful behaviour consistent with these commitments and with the University's obligations under equality and freedom of speech legislation.

This job description is current on the date indicated below. It is liable to variation by the Vice-Chancellor in order to reflect or anticipate University developments and changes in the post.

Person Specification

Leeds Trinity values inclusive and equitable practice. We ask candidates to evidence how they apply fairness and respect in their work. We do not assess candidates based on ideological or political beliefs.

Methods of assessment:

A = Application Form, **I** = Interview, **P** = Presentation, **S** = Selection activity

ESSENTIAL		
Qualifications		
1	Honours degree or at least 2 years' experience working in a support role in a Higher Education institution	A
Skills, Knowledge, Experience		
2	Experience of working effectively as part of a team.	A, I
3	Experience in an advice or support role in a Higher Education environment.	A, I
4	Understanding of a range of equality issues (e.g. race, gender, and sexuality and disability).	A, I
5	A thorough understanding of student funding in the UK Higher Education system, including major funding changes such as the LLE	A, I, T
6	A thorough understanding of financial support needs of students in Higher Education.	A, I, T
7	Strong written communication skills, including accuracy and appropriate style	A, T
8	Strong confidence with standard IT applications – email, electronic diaries, databases, spreadsheets, cloud storage, websites, apps	A, I, T
9	Ability to manage competing demands in a busy environment and respond flexibly to the differing daily priorities.	A, I, T
10	Ability to respond sensitively and appropriately to anxious and / or distressed students.	A, I, T
11	Keen attention to detail.	A, T
Values, Behaviours & Key Competencies		
12	A thorough understanding of issues affecting student life, especially for vulnerable or at risk students.	A, I, T
13	Willingness to engage in training and professional development, particularly in relation to evolving HE, funding and financial sectors.	A, I
DESIRABLE		
Skills, Knowledge, Experience		
14	Experience of sorting, analysing and presenting data.	A, I
15	Knowledge of a range of effective methods of disseminating information to a large audience, including the use of social media.	A, I
16	Member of a professional Higher Education organisation (e.g. AMOSHHE, NASMA)	A
17	Experience of working in / providing support across multiple locations.	A, I
18	Experience of assessing financial support applications.	A, I



Plans for Growth

We find ourselves at a very exciting time in terms of growth and potential. Building on a set of strong foundations we have the opportunity to make a step change in academic development, employability, careers and the positive contribution we can make in our region, the country and wider world.

Our Strategic Plan 2021-2026 sets out our ambitions and intentions, focusing on the four Strategic Pillars of:

- Education and Experience
- People and Sustainability
- Research, Impact and Innovation
- Careers and Enterprise

We are proud to collaborate and partner with our business community, creating new ways of linking to our City Region. Partnering helps our students and staff to thrive through work, volunteering and learning insights.

Leeds Trinity has always been committed to transforming lives and benefitting our local community and so we are very proud to be training the next cohort of police constables, nurses, and teachers. We have developed programs that are relevant, inspiring, and impactful.

Leeds Trinity offers an opportunity to make a difference, be part of something special and shape the future at a time of continued growth.

Sustainability

We are committed to long term sustainability; our Sustainability Directorate is leading the development and delivery of the University's ambitious Sustainability Strategy, which seeks to address our response to the climate crisis and embed Education for Sustainability into all our education offerings.

We are rising to the challenges of de-carbonisation and the environmental impact of our estate, to ensure that our growth is responsible and addresses our impact.

We are committed to embedding sustainability into everything we do and working towards solving global challenges. We are signatories to the SDG Accord, a global promise to play a key role in fighting local, national and global injustice, through contributing towards achieving the UN Sustainable Development Goals (SDG's).

We want all of our staff and students to understand the role they can have in supporting the sustainability agenda, plus build their capacity to take action, now and in the future. We will do so inclusively as part of Leeds Trinity's values and mission, which promote social solidarity and the common good, through our commitment to social justice, enhancing opportunities, widening participation and adding value to the lives of our whole community and beyond.





Working with us

At Leeds Trinity University our aim is a friendly, inclusive and ambitious working environment. We strive to create a respectful and open-minded place to work and as a member of the community you'll have access to a wide range of benefits to support your work/life balance, development and wellbeing.

Family Friendly Policies

We have a wide range of support which can assist with life events and challenges, a range of policies are in place to help provide an inclusive and ambitious working environment.

Health and Wellbeing

We champion the health and wellbeing of our employees and provide a comprehensive range of wellbeing initiatives incorporating physical and mental health, ways of working, personal growth, lifestyle choices and financial wellbeing. Some of these include access to an Employee Assistance Programme which gives free confidential legal, financial and consumer advice as well as a range of counselling services. Access to our Thrive App and mental health first aiders continues our commitment to supporting you at work.

Benefits Overview



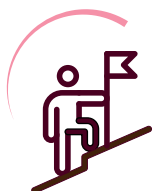
Working Week

A 35-hour working week and commitment to flexible work arrangements. We have an agile working framework developed through engagement with our staff community groups, our approach is flexible and balanced with the needs of our students.



Annual Leave

- Academic employees: 35 days pro rata
- Professional services employees: Up to 30 days (pro rata) dependent on grade and number of years' service.
- Bank holiday entitlement: 8 days
- All roles receive a total of 3 extra days in combination with bank holidays.
- Closure at Christmas, with 3-4 additional days off (dependent on the days in the week this falls on)
- Option to purchase 5 additional holidays (pro rata) on an annual basis



Personal and Professional Development

As an education provider you can expect to be able to access a wide range of personal and professional development opportunities, including coaching and mentoring and the opportunity to apply for further study and professional qualifications.



Pay and Pensions

A generous pay package with annual reviews and incremental progression. In addition to your employee pension contribution:

- Professional Services colleagues will join the Local Government Pension Scheme with a generous employer contribution of 19.1%
- Academic colleagues will join the Teachers' Pension Scheme with a employer contribution of 28.6%

We are committed to equal and fair pay and a real living wage employer.



Discounts and Other Benefits

- Access to 'Trinity Perks', our employee discount portal which offers a range of discounts including supermarkets, high street stores, food and drink outlets and cinemas. Salary sacrifice schemes including bike to work and other travel discounts.
- In addition to discounts across a variety of gyms nationwide, our Horsforth campus Trinity Fitness gym has the latest equipment and access to indoor and outdoor facilities, and classes including Boxfit, Zumba, Yoga, Pilates, HIIT and much more. Membership includes anytime access to our gym and classes at a discounted rate of £7.50 per month.





Equity and Inclusion

We are committed to supporting inclusivity and have colleague Equity Networks, led by staff, for staff, to promote equity and social justice for all. Our Equity Networks are supported by the Executive Team and the Office for Institutional Equity. We are proud to have established the following networks: Women; LGBTQIA+; BAME; Disability; Neurodivergence and International. Colleagues within the networks channel communication in support of inclusivity; aim to advance equity and social justice within the organisation, and have a remit to support institutional change and celebrating difference.

LTU leads an Equity network within the Cathedrals Group of universities; chairs the Leeds Learning Alliance Equity Network and is a member of the regional Equality, Diversity and Inclusion network. All of these networks recognise that equity and social justice are core to supporting our colleagues to thrive and offers us an opportunity to focus on a shared understanding of common issues in relation to EDI.

We have an established volunteering policy which allows employees to give back to the community and help make a difference.

We have achieved the Race Equality Charter Silver Award and are actively working towards Silver which demonstrates that we have embedded our approach to race equity. We are beginning our Athena Swan journey and have instigated our work to achieve the Mental Health Charter.

Leeds Trinity University values diversity and inclusion and particularly encourages applications from the following groups as they are currently under-represented within the University: LGBTQIA+, Black, Asian and Minority Ethnic applicants, as well as candidates with disabilities, whether hidden or otherwise.

The University will consider all forms of flexible working arrangements. All appointments will be based on merit.

Important Information

How to Apply

If you wish to apply for this position, please visit leedstrinity.ac.uk/jobs and complete the application form electronically.

Pre-employment Checks

All offers of employment are subject to pre-employment checks including proof of right to work in the UK, satisfactory references and evidence of qualifications. All candidates are required to declare any unspent convictions.

Safeguarding

The University is committed to providing everyone with a safe environment and we expect all employees to take responsibility for promoting and safeguarding the welfare and wellbeing of others. Certain posts may also be subject to a Disclosure and Barring Service (DBS) check. Where relevant, this will have been outlined in the advert for the post.

Disability Confident

Leeds Trinity is a Disability Confident Committed employer. This means that we are committed to ensuring that any disabled applicant who meets all the essential criteria, as defined in the relevant person specification, and would like to be considered under the disability confident scheme, will be shortlisted for interview..

If you require any additional information at any point in the recruitment process please get in touch with the People and Culture team on 0113 283 7130 or at jobs@leedstrinity.ac.uk.

Contact us

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