Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the postholder.

Job title: Scholarships and Financial Support Coordinator

Department/Division: Recruitment and Admissions **Accountable to**: Scholarships and Financial Support Officer

Job Summary

The Recruitment and Admissions Division is responsible for the development and delivery of institutional strategies to meet student recruitment, diversification, internationalisation, study abroad and widening participation objectives across undergraduate, taught postgraduate and study abroad programmes, while maintaining LSE's position as a destination of choice for the highest-calibre students from every background and every part of the world.

The Recruitment and Admissions Division (RAD) comprises of Student Marketing, Student Recruitment and Study Abroad, Admissions, Widening Participation, and the Financial Support Office, with end-to-end accountability for pre-enrolment, access, and study abroad services. This integration reflects LSE's ambition to deliver an impactful, candidate-centred approach to student recruitment and admissions, maintaining the School's exceptional academic standards.

The Financial Support Office is part of Recruitment and Admissions within the Academic Registrar's Division and is responsible for the administration and awarding of scholarships, bursaries and studentships. It administers around £39 million in financial support each year.

The team has a significant customer-facing role within the School, advising prospective students at all levels of study offer and providing information and application processing services for enrolled students in need of in-course funding support.

The Scholarships and Financial Support Coordinators have a specific focus on providing front-line customer service to prospective students, current students and other stakeholders. They also provide administrative support across the range of financial support offered by LSE, including taking specific administrative responsibility for a portfolio of financial awards.

Duties and Responsibilities

Service delivery

- Provide front line customer service regarding financial support for prospective students, current students and other stakeholders.

- Deliver customer service in line with the team's key performance indicators and service level agreements.
- Process and evaluate applications for both pre-entry and in-course financial support at undergraduate and postgraduate level.

Initiative and Problem Solving

- Administrative responsibility for a range of specific award schemes, including maintenance of relevant documentation and records.
- Assess applications for in-course support throughout the year. Assist applicants in understanding the application process, assess evidence and make decisions for further approval.
- Participate in the rotational 'triage' of new Salesforce cases within the team.
- Maintain a Salesforce caseload, seeking guidance from senior colleagues when required.
- Contribute to the continuous improvement of Financial Support Office processes by identifying opportunities for positive change.

Communication

- Use the Salesforce customer relationship management system to manage enquiries, financial support cases and to work with associated teams.
- Host regular online drop-in sessions and receive phone calls to support students using a sensitive and informed approach.
- Assist in updating all publicity material, web pages, application forms and other information produced by the office. This includes taking responsibility for updating the Financial Support Office website, ensuring that information is correct and best web practice is followed.
- Represent the Financial Support Office at relevant campus events to explain the financial support opportunities available to LSE students.

Liaison and networking

- Build relationships with colleagues in PAGE, PhD Academy, Student Support Centre and Fees, Income and Credit Control, academic departments and other professional services to support current and prospective students.
- Develop and maintain a knowledge of other services and areas of support within LSE, to enable referring enquiries to other teams as appropriate.
- Ensure that when funding comes from external bodies that their guidelines are known to those involved in making awards and providing support and help to administrative staff in departments who are involved in the process.
- Support the internal administration of the Financial Support Office team, including taking a regular share of chairing and minuting team meetings.

Planning and organising resources

- Provide support for Financial Award Panels, including preparation of papers, shortlisting of candidates and understanding the eligibility requirements, minute taking and assisting in actioning decisions.
- Maintain accurate electronic records relating to financial awards.
- Support the development of a financial support knowledge base for the team.

Flexibility
To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the exigencies of service. Job roles may also naturally develop over time and ongoing substantial changes to a role will be discussed between line managers and their staff, with job descriptions updated as and when appropriate.

Free Speech
The Code of Practice on Free Speech outlines the responsibilities of LSE to protect and promote freedom of speech and academic freedom within the law for students, faculty, staff, and visiting speakers. It applies to all activities on LSE premises and those conducted in the name of the School or LSE Students' Union at any location. The Code confirms that LSE does not take formal positions on political or international issues but provides a platform for critical debate within the law, taking account of the various legislative requirements and the context provided by policies and procedures. Procedures are set out in the Code on how events must be arranged and conducted.

Equity, Diversity and Inclusion (EDI)
LSE is committed to building a diverse, equitable and inclusive university. All staff are expected to contribute to a working, teaching and research environment in which people are treated with dignity and respect, and to comply with LSE's duties to prevent unlawful discrimination, harassment and victimisation on the grounds protected by the Equality Act 2010. LSE is also committed to advancing equality of opportunity in relation to social and economic background. These expectations do not require staff or applicants to endorse any particular political, philosophical or contested viewpoint, and are subject to LSE's statutory duties and commitment to protect freedom of speech and academic freedom within the law, which includes the right of academic staff to question and test received wisdom, and to put forward unpopular or controversial opinions.

Ethics Code
Posts (and post holders) are assumed to have a responsibility to act in accordance with the School's Ethics Code and to promote the principles and values that the Code enshrines. The Ethics Code clearly states that the whole LSE community, including all staff, students, and governors of LSE, are expected to act in accordance with the principles which are set out in the Code. As such you are required to read and familiarise yourself with it. The School's Effective Behaviours Framework is designed to support this Code. It sets out examples for the six behaviours that all staff are expected to demonstrate, these can be found on the following link: click here

Environmental Sustainability
The post holder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy.