



JOB DESCRIPTION

POST TITLE	:	Student Bursary & Travel – Team Leader
SALARY	:	Up to £31,266
RESPONSIBLE TO	:	Head of Central Services
CLOSING DATE	:	5.00pm, Monday 23 November 2026
INTERVIEW DATE	:	Wednesday 2 December 2026

Main Purpose of the Post

To supervise the College's Student Bursary and Travel Support function, ensuring the effective administration, monitoring and control of financial support funding. The postholder will lead and support staff responsible for bursary, travel and financial assistance schemes, ensuring applications are processed efficiently, funding is allocated accurately and consistently, and students receive timely support to remove barriers to participation, attendance and achievement.

The role will contribute to the development of an inclusive and responsive student support service by maintaining effective systems, managing operational performance and ensuring compliance with funding regulations, Single Equality duties, College procedures and audit requirements.

Responsibilities

- 1 To provide a team leader role for the Student Bursary and Travel function, promoting a positive team culture in line with the College's values and strategic priorities.
- 2 To supervise and support staff responsible for bursary, travel and financial support administration, ensuring quality, consistency and excellent customer service standards.
- 3 To allocate workloads, monitor performance and ensure applications and enquiries are processed within agreed timescales.
- 4 To oversee the effective and efficient administration of all student financial support schemes, including bursaries, travel assistance, Free College Meals, Care to Learn, Apprenticeship care leavers bursary, Advanced Learner Loans, Higher Education funding support and other financial assistance programmes.
- 5 To monitor application volumes and processing times, ensuring students receive timely decisions and support.
- 6 To ensure accurate assessment of eligibility, verification of supporting evidence and consistent application of funding criteria.
- 7 To oversee the administration and distribution of financial awards and travel support in accordance with funding regulations and College procedures.

- 8 To ensure accurate maintenance of student records, funding documentation and audit trails.
- 9 To support students, parents and staff with complex financial support enquiries, providing advice and guidance where appropriate.
- 10 To assist in the monitoring and administration of the College's bursary and travel support budgets.
- 11 To identify operational risks, service pressures and resource issues and escalate these appropriately to the Head of Central Services.
- 12 Escalate emerging funding, compliance or budget risks to the Head of Central Services
- 13 To produce management information and reports relating to application volumes, expenditure, funding allocations and service performance. Providing key insights on capacity, inclusion, performance and where relevant, making recommendations on its effective use to reduce barriers to participation.
- 14 To monitor expenditure against budgets and highlight risks, trends or potential overspends to senior managers.
- 15 To ensure compliance with funding body requirements, internal financial controls, audit expectations and College procedures.
- 16 To identify and minimise financial, operational and reputational risks associated with the administration of student support funding.
- 17 To contribute to service improvement initiatives and identify opportunities to improve efficiencies and customer experience.
- 18 To assure full compliance with key policies, notably Equality and Diversity; Health and Safety and Safeguarding Children and Adults at risk.
- 19 To carry out such other duties as the Principal may reasonably require

HOURS:

Hours Core hours are between 8.30 – 5.00 pm every day and teams are expected to work flexibly in regards to their start and end times, subject to the needs of the learners and the wider team, and hours can fall outside of the core hours detailed above.

PERSON SPECIFICATION

POST: Student Bursary & Travel – Team Leader

DIVISION: Central Services

<u>QUALIFICATIONS</u>		Essential/ Desirable	To be identified by:
1	Good general education, i.e. 5 GCSE's or equivalent to at leader grade C / 5 including English	E	Application form
2	Qualified to at least NVQ Level 3 or equivalent	E	Application form
3	Foundation Degree or equivalent	D	Application form
<u>KNOWLEDGE/SKILLS</u>			
1	Ability to supervise a team and allocate workloads effectively and be a team member	E	Application Form/Interview/ Test
2	Excellent organisation and planning skills	E	Application Form/Interview/ Test
3	Confident in the use of bespoke software	E	Application Form/Interview
4	Ability to identify operation issues and proposed practical solutions	E	Application Form/ Interview
5	Excellent written and oral communication skills	E	Application form/Interview
6	Excellent organisation, planning and IT skills	E	Application form/Interview
7	Ability to present statistical data	D	Application form/Interview
8	Awareness of Safeguarding Legislation	D	Application form/Interview
<u>EXPERIENCE</u>			
1	Experience of working with effective management systems and administrative procedures	E	Application form/Interview
2	Experienced office practitioner who can prioritise work to deadlines, using their initiative and having a positive attitude	E	Application form/Interview
3	Co-ordinating staff resources, workloads and organising tasks within the team	D	Application Form/ Interview

PERSONAL

1	Commitment to the delivery of excellent support to our student and other internal and external stakeholders	E	Interview
2	Excellent communication skills	E	Application Form/ Interview
3	A positive and effective motivator, with the ability to encourage, support and engage team members to achieve high standard and shared team objectives	E	Application Form/ Interview
4	Good teamworking skills and commitment to Teamworking	E	Application form/Interview
5	Ability to provide solutions to promote effective Working	E	Application form/Interview
6	Able to take ownership of operational issues and escalate risks appropriately	E	Application form/Interview
7	Flexible and adaptable approach, with a willingness To support colleagues across the wider Central Services team in response to operations demands	E	Application form/Interview
8	A commitment to ongoing professional updating	E	Application form/Interview
9	Enthusiasm for the role of further education in building and changing lives	E	Application Form/ Interview
10	Commitment to College's Equality and Diversity and Health & Safety Policies	E	Interview
11	The College is committed to safeguarding children, young people and vulnerable adults and expects all staff to share that commitment.	E	Application Form/ Interview/CRB/ References
12	Regular and Reliable Service (the College does not wish to appoint individuals with a high sickness record where there is no underlying medical reason)*	E	Interview/ References

**Note this does not effect any individual's rights under the Disability Discrimination Act, the College would wish to promote the recruitment of disabled staff and would endeavour to make reasonable adjustments where practical.
Disabled staff who meet the essential criteria will be guaranteed an interview.*