**JOB SPECIFICATION**

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| **TITLE:** | Scholarship Administrator |
| **FUNCTIONAL AREA:** | Scholarship |
| **LOCATION:** | Robertson House, 152 Bath Street, Glasgow, G2 4TB |
| **REPORTING TO:** | Scholarship Training Manager |
| **GRADE:** | 1 |
| **CONTRACT:** | Permanent |

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| MAIN DUTIES/RESPONSIBILITIES |
| Job Purpose:The Scholarship Administrator will assist the Scholarship team in the delivery of the Journey to Success Scholarship Programme. The key focus of the role is assisting with the provision of information, support and guidance to students throughout their journey into and through university. This involves supporting the Scholarship Team in all aspects of their role.Key responsibilities:* The first point of contact for daily queries; monitoring scholar inbox and allocating support requests to the relevant team member
* Reporting on Scholar activity, often working to tight timeframes
* Support the communication of upcoming events and news via email
* Create accurate records of Scholar activity, using Salesforce
* Assist in providing online delivery support including managing bookings, resources and surveys
* Contribute to the annual selection of candidates for Scholarship
* Assist in the organisation and delivery of the Welcome Weekend
* Support the administration of internship opportunities
* Support the administration of volunteering opportunities for 2nd and 3rd year Scholars
* Support the administration of our Alumni Network
* Assist in the evaluation of all training and development projects undertaken
* Assist in providing annual updates on fair access and academic progression rates
* Highlight any changes required to the Programme
* Provide any other adhoc duties as required, assisting the smooth running of the Scholarship Programme
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**PERSON SPECIFICATION FORM**

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| DEPARTMENT: Scholarship | **VACANCY REF. No:** |
| **JOB TITLE:** Scholarship Administrator | **LOCATION:** Robertson House |

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| **THE EMPLOYEE** | **ESSENTIAL** | **DESIRABLE** |
| **Qualifications/Experience**What educational attainments must the candidate possess? What professional/technical skills and knowledge are important, and what kind of job experience should the candidate have? | * Excellent communication and written skills, providing relevant information
* Ability to manage support enquiries sensitively face to face, by telephone and via email
* Understanding of current GDPR
* Competent in Microsoft Office, with good working knowledge of Excel
* Excellent organisational skills
 | * Educated to degree level or equivalent
* Experience of working with students in further and higher education
* Understanding of Widening Access and Participation
* Experience of Salesforce
* Experience of producing surveys and reports
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| **Additional Information**  | Travel and occasional overnight stays across Scotland may be required |

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| **Completed by:** | Annie Doyle | **Date** | 26/07/21 |
| **Accepted by:** |  | **Date** |  |