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| Post Title         | Compliance Support Assistant (Student Services)   |
| Location           | Craven College, Skipton (Multi-Site)  |
| Rate of pay        | Craven College Harmonised Pay Scale Point 5 £24,338.24 per annum  |
| Hours              | 37 hours per week   |
| Responsible to     | SEND Manager  |
| Special Conditions | <p>This post is subject to a probationary period of 6 months, upon successful completion of which will become permanent.</p> <p>A full DBS Certificate via the Disclosure and Barring Service will be required for this post.</p> |
| Closing Date       | Sunday 23 March 2025  |
| Interview Date     | TBC   |
| Post No.           | B235  |

If you have not heard from us within 28 days of the closing date on this occasion you have not been shortlisted. Please feel free to apply for futures roles as appropriate.

If you experience any difficulties in accessing any employment information or completing the College application form, please contact Human Resources [HR@craven-college.ac.uk](mailto:HR@craven-college.ac.uk)

### MAIN JOB PURPOSE

**To provide administration support to the Student Services departments within Send and Study Support to ensure compliance with the uploading and logging of information.**

**To have shared responsibility with the Bursary Finance Assistant to process and support with student bursaries.**

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### KEY DUTIES AND RESPONSIBILITIES

This job description is a guide to the duties you will be expected to perform immediately on your appointment. These may change in the future in line with the strategic direction and development of the College.

#### **Bursary Support.**

- To assess students 'eligibility and reason for the bursary entitlement based on Government and Craven College policies.
- To process bursary applications using (Paymystudent) Cashless system.
- Support with weekly travel and bursary payments.
- To check student attendance each half term against payments.
- To deal with any queries regarding the application progress or payments.
- Communicate with external third parties (Childcare provisions) and internal staff.
- Support with managing the Student Services Petty cash.

#### **SEND Support**

- Manage a data set of feeder school SENCO and LA SEND Officers.
- Maintain and update relevant data on MIS systems in relation to SEND student applications, pre-enrolment, enrolment, and consultation.

#### **Study Support Duties**

- To support the SpLD staff with the checking of GDPR forms are in place, signed and logged on the system.
- To scan and upload required documentation to the MIS system to be available for a JCQ inspection.

- To support and assist the examination department with the setting up of exam rooms and packs.
- To assist with the organisation of training and development activities and other- meetings.

### **Across Team Responsibilities**

- To work flexibly as an effective team member within the department
  - To liaise effectively with students, staff and management across college.
  - To maintain a tidy working environment by uploading and logging all relevant paperwork in a logical and systematic manner.
  - To manage time effectively, reprioritising workload as necessary to meet deadlines.
  - Provide support for Open Evenings, taster days, enrolment and induction.
  - You will be expected to be fully conversant with the college's range of equality and diversity and safeguarding policies and procedures, to ensure the health, safety and welfare of all learners and staff.
  - To participate in the college's appraisal scheme and staff development activities as required.
  - Any other duties commensurate with grade and status as may reasonably be requested.
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### PERSON SPECIFICATION

The person we are hoping to appoint will meet all the following essential requirements and some or all of the desirable requirements.

#### ESSENTIAL REQUIREMENTS

- Minimum education qualifications, GCSE Grade A\*-C or equivalent in Maths and English.
- Excellent range of administrative skills with MS Office Applications.
- Excellent organisation and interpersonal skills and be able to effectively manage your time
- Ability to interpret and present full and accurate information, both verbally and in written format.
- Ability to produce work to a consistently high standard and to meet deadlines and compliance.
- Excellent customer service skills with the ability to empathise, adapt and change communication style to empathise with situations both verbally and written.
- Ability to interpret and apply procedural and guidance notes and instructions.
- Ability to assimilate and present full and accurate information, both verbally and in written format, in a clear and non-confrontational manner.
- Ability to deal with personal information in a confidential and sensitive manner.
- Experience of planning, organising and prioritising work to meet predetermined deadlines.
- Experience of working on own initiative with minimal supervision and managing competing priorities.
- Willingness and ability to function effectively as part of a team.
- Willingness and ability to work flexibly to meet the needs of the college.

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#### DESIRABLE REQUIREMENTS

- Experience of processing student bursaries with knowledge of the Government funding guidance.
  - Experience or an understanding of the Exam Access Arrangement procedures.
  - Experience of working with SEND documentation.
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