



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: Financial Support Office, Recruitment & Admissions – Academic Registrar's Division (ARD)

Accountable to: Scholarships and Financial Support Officer

Overview

LSE is one of the world's leading institutions for the study of the social sciences. With 18 Nobel Prize winners, 37 past or present heads of state and ranking among the top 50 universities in the world (QS 2024), LSE is a truly international university at the forefront of global policy debate.

The LSE2030 strategy commits LSE to Educate for Global Impact. This means developing lifelong, research-rich learning opportunities for students from all backgrounds. By creating a sense of belonging, LSE is equipping its students with the skills, knowledge and confidence to be critical investigators, confident entrepreneurs and culturally aware agents of change.

The Academic Registrar's Division's (ARD) plays a vital role in supporting the School strategy. ARD's purpose is to provide high quality support, guidance and administrative services to prospective students, applicants, current students, staff and other stakeholders. Through the campaigns and activities delivered by the Recruitment and Admissions team we aim to inspire, support and attract a diverse range of students, providing them with an outstanding applicant experience that is fair, transparent and efficient.

The Recruitment and Admissions team takes lead responsibility for achieving the School's student recruitment targets. It comprises 5 teams:

- Admissions
- Financial Support Office
- Student Marketing
- Student Recruitment & Study Abroad
- Widening Participation

These teams work together to attract the number and quality of students the School needs, and to ensure that applicants are provided with an excellent experience on their journey to LSE. This work makes a vital contribution to the School's ambition being the world's leading social science institution with the greatest global impact.

Background and job summary

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 in the region of £20 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 Financial Support Office consists of 9 staff. The Head of Scholarships and Financial Support line manages the Deputy Head of Scholarships and Financial Support (UG & PGT) and Deputy Head of Scholarships and Financial Support (PGR), who line manage one Scholarships and Financial Support Officer each, who in turn line manage two Scholarships and Financial Support Coordinators each.

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.

Primary responsibilities

1. Provide excellent customer service to enquirers regarding financial support queries, primarily using the Salesforce CRM system to manage a caseload of enquiries.
2. Shared responsibility for the triaging of incoming enquiries, to ensure a balanced caseload across team members and a timely customer service experience for enquirers.
3. Administrative responsibility for a portfolio of financial support schemes, including maintaining records relating to the awards, updating the associated web pages and providing administrative support to the relevant financial awards panels.
4. Process applications for financial support at undergraduate and postgraduate level, including awards applied for pre-entry and assessing applications for in-course (hardship) support.
5. Shared responsibility for maintaining a knowledge base relating to LSE financial awards and processes.
6. Support the implementation of new administrative processes within the Financial Support Office.

Further 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. The postholder will be required to work out of hours and during weekends on occasion. The role may also involve overseas travel when required.

Equity, Diversity and Inclusion (EDI)

LSE is committed to building a diverse, equitable and truly inclusive university. All posts (and post holders) will seek to ensure diversity and inclusion, while opposing all forms of unlawful and unfair discrimination on the grounds of age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, nationality, ethnic or national origin, religion or belief, sex and sexual orientation, or social and economic background.



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.

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. This includes implementing practices that will minimise the carbon footprint of the School's student recruitment activities.