



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 Officer

Department/Division: Financial Support Office, Recruitment & Admissions – Academic Registrar's Division (ARD) **Accountable to:** Deputy Head of Scholarships and Financial Support (PGR)

Job Summary

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 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 the Scholarships and Financial Support Coordinators.

The Deputy Heads of Scholarships and Financial Support work closely with the Scholarships and Financial Support Officers to oversee the general operation of the team, including development and delivery of administrative processes and the setting and monitoring of customer service standards.

This post will have a specific focus on implementing and managing all processes associated with postgraduate research student support managed by the Financial Support Office and will work closely with colleagues in the PhD Academy to deliver this support effectively.

Duties and Responsibilities

Primary responsibilities

1. Management and improvement of all data and processes associated with funding for postgraduate research students administered by the Financial Support Office.
2. Support the Deputy Head of Scholarships and Financial Support (PGR) with the development and operationalising of new policy and process relating to PGR student funding
3. Operational responsibility for the PGR studentship nomination and awarding process
4. Maintenance of accurate PGR student funding records within LSE systems (SITS, OneFinance) and external databases (Je-S)
5. Ensure that termly and weekly financial award distributions are made efficiently, accurately, within deadlines and within agreed budgets.
6. Develop standard reports within relevant systems for use within the Financial Support Office, internal and external stakeholders and to satisfy audit requirements.
7. Close liaison with the PhD Academy to develop existing and new shared processes, improve data and documentation sharing and ensure a seamless experience for students requiring support or information from both teams.
8. Provide direct guidance and support to students applying for funding through various communication channels and ensure Scholarship and Financial Support Coordinators are providing excellent customer service through their interactions with enquirers.
9. Maintain and update the Financial Support Office web pages relating to PGR funding
10. Through line-management of two Scholarships and Financial Support Coordinators, embed a high-performance culture, creating a target-focused, results-oriented approach in which staff are comfortable setting and working to KPIs.
11. Fully leverage the School's Salesforce CRM to maximise its capabilities for enquiry resolution, evaluation and reporting.
12. Ensure that activities within the Financial Support Office work in synergy with other teams in Recruitment and Admissions whilst also supporting divisional objectives.



13. Build effective relationships with key stakeholders across the School to align activities. This includes academic departments and key stakeholders in professional services including ARD Systems, Communications, LSE Careers, Planning, Finance, Philanthropy and Global Engagement, LSE Life, and the PhD Academy.

Further duties and responsibilities

Service Delivery

- Support the development and implementation of Service Level Agreements (SLAs) and associated Key Performance Indicators (KPIs)
- Monitor Salesforce case management and resolution, identifying opportunities for improvements in customer service and reporting against SLAs/KPIs
- Proactively source customer feedback and deliver actions that respond to key issues.
- To evaluate recommendations by Scholarships and Financial Support Coordinators on individual applications for in-course financial support and approve or amend the decision, and to consider appeals on decisions made by another team member

Leadership & Management

- Effectively leverage the School's existing performance review and appraisal mechanisms as a framework for staff development, enhancing performance and embedding accountability
- Support the Deputy Head of Scholarships and Financial Support (PGR) to ensure that staff are working to a clear and common set of goals which are aligned with those of the wider team and divisional objectives

Communication

- Providing guidance and first line support for students applying for, or in receipt of, funding, by telephone, in writing and in person, including the provision of routine and more complex information and advice
- Provide information and expert advice to current and prospective students at LSE Open Days, Offer Holder days, LSE DTP events and other promotional events

Liaison and Networking

- Liaise with external bodies to ensure awards are made correctly in line with agreed criteria
- To provide information, advice and guidance to colleagues across LSE regarding Financial Support Office processes and awards
- Develop and maintain relationships with colleagues across teams in ARD, wider professional services and within academic departments

Planning and Organising Resources

- Maintain Financial Support Office process guidance relating to PGR financial awards and ensure these processes align with the requirements of the PhD Academy
- Understand and implement the School's procedures relating to the payment of awards and ensure appropriate records are kept so that audit requirements are met, budgets are not overspent and the Financial Support Office is able to report on expenditure levels
- Produce standard reports using Business Objects or other appropriate applications, in order to respond to routine enquiries about financial awards and to provide statistical information for



colleagues and governance committees

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.

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. 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.