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| **Job Title** | Fees and Bursaries Assistant |
| **Reports to** | Fees and Bursaries Accountant |

**Job Purpose**

Eton College is seeking to recruit a Fees and Bursaries Assistant to work within the Fees and Bursaries Team, which itself is a subset of the College’s Finance Department. This role involves liaising with parents and prospective parents and therefore the candidate must have excellent communication skills (both written and spoken) and be naturally empathetic. The role also requires excellent organisational skills.

**Key Tasks and Responsibilities**

* Liaising with parents and prospective parents about bursary applications for their sons via phone calls and email correspondence;
* Management of the annual review of bursaries;
* Drafting award letters to notify parents of the outcome of their bursary applications;
* Management of boy insurances - School Fees Protection, travel and Private Health;
* Managing and resolving school bill queries including liaising with parents as and when required;
* Responsibility for the preparation of new boy’s data, ensuring accurate and complete. This includes liaising with our Finance software provider to arrange uploading of new data;
* Assisting with School trips administration including maintenance of the school trips database;
* Assisting in credit control matters including maintenance of the debtor’s database;
* Ensuring parents and boys out of pocket expenses are paid on a timely basis;
* Completing any other reasonable tasks as required by the Fees and Bursaries Accountant;
* Commitment to and promotion of equality, diversity and inclusion;
* All positions at Eton are classed as ‘regulated activity’ as per the Keeping Children Safe in Education 2023 guidance, therefore a good understanding of safeguarding procedures is essential;
* Commitment to safeguarding and promoting the welfare of children, including but not limited to, completing safeguarding training as required, and ensuring any safeguarding updates issued by the College are read and understood;
* Understand and comply with procedures and legislation relating to confidentiality.

**Skills and Competencies Required**

To be successful in this role, the incumbent should have:

* Experience of working in an education environment;
* Experience of delivering outstanding customer service;
* An understanding of GDPR and data management good practice;
* Experience in using data management and reporting tools (eg student records or CRM systems);
* Experience of monitoring projects, evaluating data and reporting on findings;
* Strong IT and data management skills, including use of the Microsoft Office suite of applications, combined with the ability to pick up new systems quickly;
* Excellent communications skills (both written and verbal);
* Ability to communicate effectively and professionally with a wide range of people at all levels;
* Ability to work in a team and independently;
* Ability to problem solve, take initiative and be proactive but seek support when required;
* Strong planning and organisational skills;
* Ability to prioritise work and to respond effectively to change to meet deadlines;
* Information management skills including a high level of accuracy and attention to detail.

**Working Pattern**

* Your working hours will be 35 hour per week, 09.00-17.00, Monday – Friday.
* You will be working 52 weeks per year.
* You will be entitled to 5.8 weeks annual leave. If a bank holiday falls during a school term period, you will be required to work this day and you will receive an additional day’s holiday in lieu.

**Disclosure Checks**

**Eton College is committed to safeguarding and promoting the welfare of children, and applicants must be willing to undergo child protection screening appropriate to the post, including, but not limited to, reference checks with past employers, an Enhanced Disclosure from the Disclosure and Barring Service (including Barred List information), an online search and, where applicable, Prohibition checks. If you are successful in your application, you will be required to complete a DBS Disclosure Application Form.  Any information disclosed will be handled in accordance with any guidance and/or Code of Practice published by the DBS. The College is exempt from the Rehabilitation of Offenders Act 1974 and therefore all convictions, cautions, reprimands and final warnings (including those which would normally be considered as “spent” under the Act) must be declared, subject to the DBS filtering rules. It is a criminal offence for any person who is barred from working with children to attempt to apply for a position at the College.**