

Job Description and Person Specification for: Lifelong Learning Entitlement (LLE) Officer	
Department: Academic Registry	Reports to: Academic Registry BI & Data Lead
Salary (Band/Annual/Pro rata): Band D	Responsible for: None
<u>Job Purpose/Summary:</u> Academic Registry is responsible for the management of the student lifecycle and core student administration functions from pre-enrolment through to graduation. Student Finance plays a key role in ensuring students can access higher education in the UK, and from 2027 support for students moves to a new Lifelong Learning Entitlement (LLE) This post is crucial to ensuring students can apply for LLE student finance in a timely manner and that students receive their entitlements in a timely manner. The duties of the post holder will also ensure that the university receives student fee income from LLE loans in a timely manner. The role will involve close working with other colleagues in the department, the finance team and other service areas, as well as with academic teams, and externally with the Student Loans Company (SLC). The post holder will have the opportunity to influence the development and implementation of LLE aligned functionality within the university's student record system Quercus. Occasional out of hours work may be required to support key University College activities such as Open Days, assessments, graduation etc. Hybrid working is also supported.	
<u>Key Responsibilities</u> Operational Duties • Lead the work to finalise HSU being 'LLE Ready' to ensure students starting from 2027 can apply for the LLE. • Lead the administration of LLE records at HSU. • Support admissions teams in providing supporting LLE information to applicants. • Populate and maintain the LLE portal. • Provide confirmation student details to the SLC and undertake change of circumstances actions as required. • The post holder will also work closely with the Quercus team to implement the new LLE functionality within the student record system. Liaison & Collaboration • Liaise with internal stakeholders to ensure LLE criteria are understood across the university. • Act as the primary point of contact with HSU's SLC account manager. • Work closely with other Academic Registry administration staff to ensure student records are kept up to date with regards to LLE matters. • Build effective working relationships with academic and professional service colleagues to ensure a consistent and compliant approach to student administration. • Liaise with other LLE practitioners in relation to sector views, best practice and solutions to LLE challenges. Compliance	

- Provide updates on adherence to SLC Service Level Agreements to the Academic Registrar.
- Propose options for enhancements to student experiences where opportunities are identified.
- Develop and provide training in relation to the LLE for academic and professional services staff as appropriate.

Other

- Support institutional events and activities as required (e.g. enrolment, graduation).

Additional Duties

- Demonstrate support for the University's commitment to equal opportunities and its Equality, Diversity, Inclusion and Belonging Policy.
- Demonstrate support for the University's Health and Safety Policy ensuring that it is adhered to in the post holder's areas of responsibility.
- Undertake other activities identified from time to time commensurate with the level of the post.
- Work in line with HSU values.

Requirement:	Essential:	Desirable:
Education, Training and Qualifications	• Higher Education qualification or relevant experience in student finance or in higher education administration.	• Postgraduate degree • Evidence of Continuous professional development
Skills and Knowledge	• A thorough understanding of the key issues relating to student finance and the maintenance of student records. • Knowledge and experience of administering student finance processes in a higher education setting. • Excellent interpersonal skills. • Excellent IT skills, particularly in the use of Microsoft suite of products and SharePoint. • Strong communication skills, including proven experience in writing processes in plain English without the use of AI.	• Experience of process improvement. • Experience using and analysing data for quality purposes.

	• Proven experience of developing and embedding administrative processes related to student finance. • Excellent problem-solving skills with the ability to translate ideas into implementation plans • A student first approach to administration.	
Experience	• Proven experience as a positive team player of being highly collaborative • Experience of working in an Academic Registry team in a student supporting role (ideally within student finance).	
Personal Attributes	• High degree of commitment and professionalism. • Able to work independently, be proactive and use initiative • Excellent attention to detail	
Abilities	• Resilient and proven ability to work under pressure and re-evaluate priorities to meet deadlines.	
Other Requirements		

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**NB:** *The purpose of the job description is to indicate the general level of responsibility of the position. The duties may vary from time to time without changing their general character or level of responsibility.*

Health Sciences University is committed to equality of opportunity and welcomes applications from everyone regardless of ethnicity, gender, age, faith or sexual orientation.

**August 2026**