

SLC COORDINATOR

Finance and Planning Division

SC5038

CANDIDATE BROCHURE



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WHAT MAKES UEA SO SPECIAL?

The University of East Anglia is a publicly funded major UK research and teaching university. It was built to embody a radical new vision for higher education, where interdisciplinarity is crucial and excellence in both research and teaching is valued. UEA consistently ranks within the top quarter of universities in the UK for the quality of research and teaching.

As a major regional employer and cultural centre, we take our regional civic responsibilities very seriously and have kept our sights on the people and place we call home. In fact, we launched our University Civic Charter in October 2023; created from in-depth community engagement, renewing our commitment to the region as part of our 60th anniversary.

There are many things which make UEA special, not least of which is the community of staff and students that work and study here. UEA includes three Nobel prize winners, including Sir Paul Nurse and Sir Michael Houghton, and many fellows of the Royal Society and British Academy amongst our alumni and current staff.

Our campus is home to Sir Denys Lasdun's iconic brutalist architecture set in hundreds of acres of beautiful country park that includes a large broad (lake). In the spirit of Lasdun's ambition to inspire an anatomy of ideas, today, UEA is tackling some of the key challenges of the changing world. UEA's research combines disciplines

and breaks new boundaries across its priority research themes of climate, creative and health.

UEA is the place where global warming was first documented. Since the 1970s, UEA's Climatic Research Unit, and more recently Tyndall Centre for Climate Change (Headquarters hosted at UEA), have played a pivotal role in developing temperature records and climate models, contributing to the understanding of climate change, and informing global policy. Many UEA scientists have played significant roles in the Intergovernmental Panel for Climate Change (IPCC), which was jointly awarded the 2007 Nobel Peace Prize for its efforts to increase public knowledge of anthropogenic climate change. Environmental Science and Global Studies at UEA continue to be a major powerhouse for research and teaching.

UEA is widely regarded as a pioneer in creative writing, having established the UK's first Creative Writing Masters programme in 1970. This renowned programme has since attracted and produced numerous successful writers, including Booker Prize winners such as Ian McEwan and Anne Enright, and Nobel Prize Winner Sir Kazuo Ishiguro. In recent years, UEA academics have played a pivotal role in the discovery and presentation of the Gloucester Royal shipwreck (Norfolk's Mary Rose). Our iconic Sainsbury Centre for Visual Arts is a major museum and arts research facility.



Health research at UEA not only embraces the Faculty of Medicine and Health but draws in research from both social and natural sciences. Research under this theme has made major contributions in the fields of healthy ageing, epidemiology and involving citizens (via our innovative Citizens' Academy) in improving health care outcomes. This theme benefits from close association with the other major research institutes on the Norwich Research Park; notably the Norfolk and Norwich University Hospital and the Quadram Institute. The Norwich Cancer Research Network, and Norfolk Institute for Healthy Ageing, are examples of key mechanisms for delivery of real impact from health research at UEA.

UEA has been a major success over the last 60 years and looks forward with confidence to the next 60 years.

For an informal discussion about the post please contact Travis Bowditch, Student Records, Statutory Returns and Compliance Manager on T.Bowditch@uea.ac.uk, or Ant Griffiths, Head of Data Quality & Statutory Compliance on Ant.Griffiths@uea.ac.uk

UEA is part of the Norwich Research Park

Norwich Research Park (NRP) membership locates UEA in one of the largest concentrations of research institutes in the whole of Europe – four independent internationally-renowned research institutes: John Innes Centre, Quadram Institute, Earlham Institute and The Sainsbury Laboratory; with the University of East Anglia and Norfolk and Norwich University Hospitals NHS Foundation Trust, supported and funded by The John Innes Foundation, The Gatsby Foundation, and UKRI Biotechnology and Biological Sciences Research Council.

The NRP provides an ideal environment for collaborative use of infrastructure and facilities, with a single portal for academics and businesses to access the specialist facilities across the Park.

The Enterprise Centre is a regional business, knowledge and innovation hub, with workspace provision and supports over 80 businesses working alongside UEA staff and students in a dynamic and vibrant entrepreneurial community. On the wider NRP, there are dedicated laboratory and office spaces in the Innovation Centre and Centrum hosting over 600 staff within a total of 115 businesses and spinouts.



THE ROLE

The Student Loans Company (SLC) is the UK government-owned organisation responsible for administering student finance, including tuition fee and maintenance loans. The University plays a statutory role in supporting this system by confirming student eligibility, registration and attendance, ensuring that funding is released accurately to both students and the institution.

Working within the Student Records, and Statutory Compliance (SRC) Team in the Finance and Planning (FPG) division, the post holder will support the delivery of the University's statutory obligations to the Student Loans Company (SLC) through the accurate administration of student finance processes, providing advice and guidance to staff and students across the student lifecycle, from applicants through to alumni, covering Undergraduate, Postgraduate Taught and Postgraduate Research provision.

A key focus of the role is the administration of core annual student finance processes, including maintenance of the Student Loans Company (SLC) Course Management Service (CMS), student registration, attendance confirmation and changes of circumstance. The post holder will ensure that student finance activities are processed accurately, efficiently and in accordance with statutory requirements and agreed service standards. The role will also support the implementation of the Lifelong Learning Entitlement (LLE), helping to maintain effective student finance processes within an evolving regulatory and funding environment.

The post holder will support the timely release of student funding and tuition fee payments through the accurate administration of student finance processes, ensuring service continuity during peak activity periods throughout the academic year. They will assist with the communication of student finance information and contribute to the development and delivery of guidance and training materials for staff across the University.

The post holder will work collaboratively with colleagues across Academic Registry (ACR), ITCS, Data Quality & Standards (DQS) and student-facing

services (SIZ), demonstrating UEA's values and behaviours through a professional, respectful and supportive approach. They will contribute to the delivery of accurate student finance processes by supporting data quality, compliance with established procedures and the effective operation of systems and services that support student finance administration.

KEY RESPONSIBILITIES

COURSE MANAGEMENT (CMS) & DATA INTEGRITY

- Maintain the Student Loans Company (SLC) Course Management Service (CMS), ensuring course information is complete, accurate and updated in accordance with institutional and SLC requirements, including Higher Education Student Finance (HESF) and Lifelong Learning Entitlement (LLE) arrangements.
- Work collaboratively with Academic Registry, Admissions, and other stakeholders to support the accuracy and consistency of course and funding information across University systems and published records.
- Support the maintenance of accurate student records, working with Student Records and Data Quality colleagues to facilitate accurate SLC reporting and reduce financial and compliance risks.

REGISTRATION, ATTENDANCE & STUDENT FINANCE OPERATIONS

- Administer student registration and attendance confirmation processes in accordance with SLC regulations, University procedures and agreed service standards.
- Process student finance activities for Undergraduate, Postgraduate Taught and Postgraduate Research students, ensuring accuracy and compliance with statutory requirements.
- Support the timely completion of registration activities to facilitate the release of student funding and tuition fee payments.

THE ROLE (CONTINUED)

CHANGE OF CIRCUMSTANCES & SLC REPORTING

- Process changes of circumstance, including course transfers, suspensions, withdrawals, fee changes and study abroad activity, ensuring records are updated accurately and within required timescales.
- Maintain accurate communication and reporting with the Student Loans Company to support student funding and institutional compliance.
- Maintain comprehensive and auditable records of student finance transactions and related decisions.

PAYMENTS, RECONCILIATION & FINANCIAL ASSURANCE

- Support the administration of student funding and tuition fee payment processes, ensuring information is accurate and submitted within required timescales.
- Produce routine reports, reconciliations and management information to support student finance activities.
- Investigate and resolve routine discrepancies relating to student finance records, escalating complex issues where appropriate.

SLC & LLE SUBJECT EXPERTISE

- Maintain a good working knowledge of Student Loans Company regulations, systems and processes to support the effective delivery of student finance activities.
- Keep up to date with developments in student finance policy and procedures, participating in relevant training and briefing events.
- Contribute to projects, system developments and process changes associated with student finance and the Lifelong Learning Entitlement (LLE).
- Maintain and develop an internal knowledge base to facilitate shared knowledge across the team.

SYSTEMS, PROCESS IMPROVEMENT & COMPLIANCE

- Contribute to the review and improvement of student finance processes and systems, identifying opportunities to improve efficiency, accuracy and

service delivery.

- Undertake User Acceptance Testing (UAT) for system developments and enhancements relating to student finance activities.
- Administer access to Student Loans Company systems in accordance with University procedures and regulatory requirements.

INFORMATION, TRAINING & STAKEHOLDER ENGAGEMENT

- Provide advice and guidance to staff and students on student finance processes, eligibility criteria and funding arrangements.
- Assist in the development and maintenance of guidance materials, procedures, training resources and web content.
- Deliver or support training and briefing sessions relating to student finance processes as required.
- Participate in relevant internal and external meetings and networks to maintain awareness of developments in student finance administration.
- Provide accurate and timely support to SLC-supported students through both face-to-face and online channels, ensuring a high standard of service and guidance.

SERVICE DELIVERY & TEAM CONTRIBUTION

- Deliver a high-quality customer-focused service, responding to enquiries and resolving issues in a timely and professional manner.
- Manage workloads effectively, maintaining accuracy when working with large volumes of sensitive and confidential information.
- Work closely with Accounts Receivable and other colleagues to support the reconciliation of student finance payments and records.
- Share knowledge and provide support to colleagues, contributing to an effective and collaborative team environment.
- Undertake any other duties appropriate to the grade of the post as required by the Head of Data Quality and Statutory Compliance, and other members of the Finance and Planning Senior Management Team.

THE PERSON

EDUCATION, EXPERIENCE AND ACHIEVEMENTS

- Educated to A-Level standard, degree level, or equivalent qualification or relevant experience (E)
- Experience of managing competing priorities and meeting deadlines (E)
- Experience of working with confidential and sensitive information (E)
- Experience of providing advice, guidance or support to customers, colleagues or stakeholders (E)
- Experience of Using the Tribal SITS Student Information System (D)
- Experience of working with statutory returns, regulatory requirements or external funding bodies (D)

SKILLS AND KNOWLEDGE

- Excellent written and verbal communication skills (E)
- Strong organisational skills and attention to detail (E)
- Ability to analyse information and identify discrepancies (E)
- Ability to work independently and as part of a team (E)
- Ability to learn and apply complex regulations, policies and procedures (E)
- Ability to interpret, validate and analyse data to identify discrepancies (E)
- Ability to maintain accurate records and work with large volumes of data (E)
- Awareness of the Lifelong Learning Entitlement (LLE) (D)
- Knowledge of Student Loans Company regulations, systems and processes (D)

PERSONAL ATTRIBUTES

- Customer-focused with a commitment to delivering a high-quality service (E)
- Organised and methodical approach to work (E)
- Ability to use initiative and resolve routine problems (E)
- Able to build effective working relationships with colleagues and stakeholders (E)
- Able to maintain confidentiality and handle sensitive information appropriately (E)
- Commitment to accuracy and continuous improvement (E)
- Demonstrates UEA values and behaviours (E)

Essential Requirements (E) are those, without which, a candidate would not be able to do the job.

Desirable Requirements (D) are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

FURTHER INFORMATION

The post is available immediately on an indefinite full-time basis.

Salary will be £26,707 to £30,378 per annum on Grade 5 on the single salary spine.

Place of Work - The University is strongly committed to providing an excellent student experience and research environment, and it is expected that all staff will be available on campus to carry out their duties during their working week in support of these goals. We have a hybrid-working policy which supports a mix of at home and on campus 'hybrid' working for many roles. For the majority of hybrid roles, the expectation is a minimum of 60% of working time will be spent physically present in the workplace.

The flexibility of the hybrid-working policy allows the possibility of some remote working, but it is the expectation that all appointments will be UK based, with any overseas working agreed in advance by exception only.

This vacancy is not eligible for sponsorship. The successful candidate must hold or obtain permission to work in the UK, which would allow them to take up this post.

The post is superannuable under the Group Personal Pension and there is an annual leave entitlement of 20 days plus statutory (8 days) and customary (6 days) holidays, pro rata for part-time. The University is committed to creating an environment where the health, welfare and safety of all students and staff is of paramount importance. The University's Safeguarding Policy addresses both child protection and safeguarding children, young people and vulnerable adults within the work of the University. Appointment will be subject to satisfactory pre-employment checks, which may include an Occupational Health assessment.

Information on the benefits of working at UEA can be found at <https://www.uea.ac.uk/about/working-at-uea>.

If you require the information contained within this candidate brochure in a different format please email staff.recruitment@uea.ac.uk

HOW TO APPLY

To apply for this vacancy, please follow the online instructions at: <https://vacancies.uea.ac.uk>

The closing date for this role is 11:59pm on **21 August 2026**.

It is anticipated that interviews will take place on **8 September 2026** and we will inform you of the outcome of your application prior to this date.

Candidates should note that travel and incidental expenses incurred in attending an in-person interview will not be reimbursed.

ABOUT THE DIVISION

The Finance and Planning Division, led by the Chief Finance Officer, focusses its activity through 5 strands, Finance Business Partnering, Systems and Reporting, Financial Accounting, Procurement and Financial Services, and Planning. Each of these strands has adopted a Business Partnering approach to ensure effective and value adding support to the wider University while continuing to operate as custodians of the University's long-term sustainability.

The Finance Business Partnering Team adds value to decision-making and resource management by providing quality financial insight built on sound financial management and reporting. We support the activities and ambitions of the University by identifying, analysing and costing options, and through our commitment to developing the wider understanding of financial information across the organisation.

The Systems and Reporting Teams provide, maintain, and develop the University's financial systems, as well as providing both statutory returns and internal management reporting to aid planning and decision-making.

The Financial Accounting Team provides operational support to the University through its payroll and cashbook functions as well as VAT and other tax advice. We also produce the statutory financial statements for the University and its subsidiary companies.

The Procurement and Financial Services Team provides support for the operational delivery of business objectives through the Procurement, Supply Chain, Commercial Data, Insurance, Accounts Receivable and Accounts Payable functions. Overall responsibility for sourcing, protecting and paying for goods, services and assets lies here. The teams support internal customers directly, deliver University wide strategic projects and are the first point of contact for supplier relationship management.

The Planning Team support data quality and reporting for a number of key University processes, provide support for SITS and have overall responsibility for ensuring that the University meets core requirements from HESA/OFS for statutory data submissions. We also perform a monitoring and analysis function for league tables and other external measure of our performance, and support our implementation of external initiatives with a data component, such as the Teaching Excellence Framework and our Access and Participation Plan (APP).





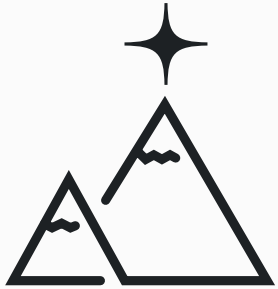
OUR VALUES

Shaped by staff, our UEA values represent a core set of standards for how we behave as an employer, drive excellence in teaching, learning and research, and collaborate as an anchor institution in our local community.

From tackling global challenges, striving for student and staff success, and creating a vibrant inclusive environment, our values are what unite us.

- ✦ AMBITION
- ✦ COLLABORATION
- ✦ EMPOWERMENT
- ✦ RESPECT

OUR VALUES (CONTINUED)



AMBITION

We are ambitious for our future success.

We are forward-thinking and brave in our approach and decisions. We make space for innovation and creativity, seizing opportunities that are responsible and sustainable. We are ambitious for the advancement of education and research.



COLLABORATION

We are collaborative in our approach.

We work together with shared purpose. We build connections, share ideas and develop new networks. We champion our regional, national and global relationships and demonstrate that together we can achieve greater goals and positively influence the world around us.



EMPOWERMENT

We empower ourselves and each other.

We develop ourselves and others, trusting people to make decisions based on their expertise and knowledge. We continually improve systems and processes to support us in working in an agile and efficient way.



RESPECT

We respect each other.

We treat everyone with respect and dignity. We value diversity and foster a community where people can express different thoughts and views. We are open to challenge, so we can learn and improve. We encourage a positive, inclusive environment where everyone has opportunities to fulfil their potential.

ACCOLADES

- Queen's Anniversary Prizes for Higher and Further Education have been awarded to UEA for international development studies (2009), creative writing (2011) and environmental sciences (2017). Notable alumni include Sir Paul Nurse (1973, Nobel Prize for Medicine 2001), Sir Kazuo Ishiguro (1980, Nobel Prize for Literature 2017), Sir Michael Houghton (1972, Nobel Prize for Medicine 2020) and Sarah Gilbert (1983) who led the Oxford University team to develop a COVID-19 vaccine, approved in 2020.
- Our Doctoral College, established in 2018, hosts six Doctoral Training Partnerships and integrates Faculty and School provision for 1600 Postgraduate Research Students (including those from across the Norwich Research Park), enabling collaboration and innovation.
- We recognise our global impact and were one of the first universities to declare a climate and biodiversity emergency in June 2019. Our sustainable campus, including over 50 acres of environmentally valuable parkland, is constantly evolving with ambitions to be 100% net zero by 2045 or sooner.
- UEA is a University of Sanctuary, an accreditation given to universities that show an ongoing commitment to creating a welcoming culture of inclusivity and awareness.
- UEA was awarded the Silver Athena SWAN Award in 2019, and all our Schools hold awards at Bronze or Silver.

A vibrant place to study, learn and work, UEA is a very special place.



A SUSTAINABLE UNIVERSITY

At UEA, we are now working to create a university that will be even better in the future, and we are working to achieve net zero carbon by 2045 (or earlier). Our Sustainable Ways vision is one of a resilient university – where consumption is efficient and self-generated energy supports low carbon goals, supported by a vibrant community of world-leading researchers and inspired graduates.

At a basic level, our sustainable development means that we try to balance the 'three pillars' of environmental, economic and social elements.

We challenge our environmental impact through on-site energy generation and a district heating and cooling network, reducing our reliance on grid electricity and therefore fossil fuels. We promote and use recycled and 'eco' products such as biological cleaning materials. We champion local suppliers and ethical causes, including Fairtrade and vegan products. We seek to ensure value for money in a holistic, whole-life costing sense in our new buildings and procurement contracts.

OUR INITIATIVES

Central campaigns, such as holiday shut-downs or awareness day events, support a whole-University approach to energy saving and other initiatives.

Follow us on X [@SustainableUEA](https://twitter.com/SustainableUEA)



OUR CAMPUS

UEA is based on a campus that provides top quality academic, social and cultural facilities to over 17,000 students.

Although located in 320 acres of rolling parkland, virtually no part of the campus is more than a few minutes' walk from anywhere else, so everything is close at hand – the library, nursery, health centre, supermarket (incorporating a post office) and restaurants. Amongst the striking buildings is the UEA's Sainsbury Centre for Visual Arts, which contains the Robert and Lisa Sainsbury Collection – one of the greatest art collections formed in Europe during the 20th Century.

The University has invested in new learning and teaching and research spaces, including a celebrated new Enterprise Centre that underpins its commitment to promoting student enterprise and entrepreneurship.

Sport and Recreation plays a major part in the life of the University of East Anglia, centred around the major Sportspark facility which is one of the most successful community sport facilities in the UK. This accessible and affordable facility provides a diverse range of activities, and incorporates a 50m Olympic size swimming pool, indoor climbing wall, coaching resource centre and sports injury clinic.



NORWICH

A CITY OF STORIES

The city's motto is 'A fine city' and its strong cultural heritage has seen Norwich maintain the best of its historical character whilst developing to become one of the most vibrant and attractive cities in Europe. Norwich offers miles of riverside walks and cycle ways, and a unique collection of 1930s parks. The city is surrounded by beautiful countryside and within easy reach of the stunning Norfolk coast.

Norwich is a UNESCO World city of Literature, the first in the UK, as well as being one of the newly named Tech Cities recognising the growth of digital businesses in the region. The most prominent high-rise building, apart from the castle, is the magnificent 11th century cathedral, which still dominates the skyline. The city's medieval centre of cobbled streets remains largely intact, but there is still space for modern buildings such as the city's centrepiece, the Forum, which is a striking piece of contemporary architecture. The glass front overlooks the colourful open-air market (one of the largest in the country) and reflects the city in all its diversity.

The city is consistently rated as one of the top ten shopping venues in the UK. Norfolk and Suffolk attract thousands of visitors each summer. The famous Norfolk Broads are among the most important wetlands in Europe and a haven for rare plants, wildlife and insects. The Broads attract holidaymakers who come to navigate the intricate natural network of waterways formed by the Rivers Bure, Yare and Waveney and their tributaries.

For further information about UEA's excellent facilities, staff benefits, picturesque campus and the UEA working environment, please visit the 'Careers at UEA' microsite <https://www.uea.ac.uk/about/working-at-uea>. Additional information about living and working in the city of Norwich can be found at <https://www.workinnorwich.co.uk/>



If there is another city in the United Kingdom with a school of painters named after it, a matchless modern art gallery, a university with a reputation for literary excellence which can boast Booker Prize-winning alumni, one of the grandest Romanesque cathedrals in the world, an extraordinary new state-of-the-art public library then I have yet to hear of it. Norwich is a fine city. None finer.

STEPHEN FRY



LOCATION

Some cities you've heard of, others you have to discover.

Norwich is one of the most beautiful, modern historic cities in Britain. It's a city that celebrates the independent, stimulates creativity, promotes change and encourages diversity.

UEA is a campus university located 3 miles from the centre of Norwich. Situated in the heart of Norfolk, which means it's an ideal location to explore Norwich and beyond.

BY RAIL

LONDON • 2 HOURS

CAMBRIDGE • 1 HR 15 MINS

BIRMINGHAM • 4 HOURS

Many European cities (including Paris and Amsterdam) easily accessible by train

BY ROAD

KINGS LYNN • 1 HOUR

CROMER • 45 MINUTES

SOUTHWOLD • 1 HOUR

BY AIR

NORWICH AIRPORT • 20 MINUTES

STANSTED AIRPORT • 2 HOURS

London is a major airline hub and all main international destinations are easily accessible



An internationally renowned university, UEA is ranked 26th in the UK (Complete University Guide 2026) and is in the UK Top 25 for research quality (Times Higher Education Rankings 2026) reflecting the international excellence of its research environment. We are in the World Top 60 (QS World Rankings for Sustainability 2025) and the World Top 9th for reduced inequalities (Times Higher Education Impact Rankings 2026). The University holds UK Teaching Excellence Framework Silver status.

Equality, Diversity, Inclusion and Wellbeing

The University is committed to diversifying its workforce and to the wellbeing of all our staff. For example, we hold an Athena SWAN Silver Institutional Award (since 2019) in recognition of our advancement towards gender equality for all. Further details on our broader Equality, Diversity, Inclusion and Wellbeing work can be found on our [website](#).

