



**Job Title:** Finance Administrator  
**Grade:** 4  
**Salary:** £24,250 to £26,338 per annum, pro-rata if part-time  
**Department:** Finance  
**Hours/Contract:** Full-time or job share, Permanent  
**Job Family:** Management & Administration  
**Reference:** 12036

### Role Purpose

To be responsible for the fee collection, debt recovery and income management of income to the university, primarily student fees but not exclusively, ensuring timely collection of fees owed.

To provide comprehensive financial administration and to be highly customer focused with the ability to give sound advice and guidance to all individuals and organisations to resolve any questions they have.

### Main Duties and Responsibilities

#### Recovery of Income

- Run financial debt reports from our financial and student system to identify outstanding debts for collection and financial information required to perform the role.
- Review standard financial information to help identify those who have not yet paid their invoice.
- Perform debt recovery processes to maximise the fee collection from customers.
- Contact customers by email and telephone to respond to their questions and where necessary and appropriate, conduct face to face conversations.
- Refer debts which cannot be recovered to management who will determine whether the debt should be sent to external fee collection agencies for collection.
- Process payment plans and extension with customers
- Ensure that all policies, regulations, legislations and procedures are adhered to.
- Update and maintain accurate financial records on the University financial system and external databases including Student Loan Company's SIS system

#### Customer Service & Support

- Receive and respond to, everyday enquiries from/to students, staff, agents/partnerships and other customers to provide a timely, courteous and effective service to others.
- Recognise and understand impact of any issues arising and propose and contribute towards implementing solutions to ensure appropriate resolution of customer queries or other issues.
- Deliver a range of administrative and/or customer services in support of existing systems or processes to an agreed standard or specification, to maximise service quality and continuity

#### Supporting improvement and change





- Work as part of the team with a common purpose and agreed operating principles. As a member of the team, take responsibility for responding quickly and proactively to demand, and identifying and driving the changes needed for improvements to the service.
- Take part in training sessions and the development and continuous improvement of all procedure and process documentation
- Contribute to working groups outside of the office to share knowledge and assist with development of procedures and systems impacting the collection and management of income to the university.

### Internal and External Relationships

#### Internal

- Colleagues in the central finance team
- Professional services staff in the Corporate Services
- Professional services staff in External Relations
- Professional services staff in the Student and Academic Services
- Members of staff in Colleges, Schools and Departments

#### External

- Internal and external auditors and regulatory bodies as directed by management.
- Funding Agencies such as Student Loan Company
- System service providers (such as Barclays Bank, Flywire, Converna for example)
- Collaborative partners / agents
- Students, Sponsors/companies. Agents/partnerships

### Planning and Organising

Expected to work collaboratively with the rest of the team under supervision. At times, planning and prioritising own workload will be required and re-prioritising as needed and where necessary referring to senior colleagues.

### Qualifications, Knowledge and Experience

#### Essential

- Educated to A level standard or equivalent, or relevant work experience in a comparable setting\*

#### Desirable

- Experience of credit control and debt recovery
- Experience of using SAP finance software package.
- Experience of working with a student records database.
- Experience working in Further or Higher Education administration and/or familiarity with the higher education environment, issues and developments

### Skills, Abilities and Competencies





### Essential

- Able to demonstrate high level of accuracy and attention to detail\*
- Effective oral and written skills in order to communicate effectively\*
- Excellent customer service skills demonstrated through previous roles\*
- Good IT skills including Microsoft Office\*
- Ability to work in a fast past environment\*

### Desirable

- Willingness to work as part of a team and to be able to work under pressure
- Awareness of University financial regulations and the importance of rules and regulations.\*
- Willingness to be flexible towards duties and adaptable to change
- Ability to interpret relevant policies and procedures.

***\*Criteria to be used in shortlisting candidates for interview***

### Criminal Declaration

If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.

### Supporting University Activities

As a University of Leicester citizen, you are expected to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We expect all staff as citizens to work flexibly across the University if required.

### University Values

**Inclusive** - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

**Inspiring** - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

**Impactful** - As Citizens of Change we will generate new ideas which deliver impact and empower our community

### Equity and Diversity

We believe that equity, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equity support our efforts to attract a diverse range of





high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equality, diversity and inclusion.

