



**Job Title:** Finance Administrator – 2 Posts  
**Grade:** 4  
**Salary:** £19,202 to £22,017 per annum  
**Department:** Division of Finance (Student Fees and Income Management Office)  
**Hours/Contract:** Full-time and Permanent  
**Reference:** 475

**Role Purpose**

To be responsible for the fee collection and income management of student tuition and accommodation fees and departmental income ensuring timely collection of fees owed.

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

Task will be allocated on a weekly rota basis across all members of staff in the team to allow the sharing of knowledge and best practice in all areas and enabling any member of staff to support any customer.

Principal Responsibilities	% Time
<p><b>Recovery of Income</b></p> <ul style="list-style-type: none"> <li>• Run daily debt, fee and other customer related reports from our financial and student system to identify outstanding debts for collection and financial information required to perform the role</li> <li>• Review standard financial information on customers and fees to identify customers who have not paid their debt or have not been invoiced correctly to identify debt recovery or fee corrections, which need to be undertaken</li> <li>• Perform the documented debt collection process using the financial system to maximise the fee collection from customers</li> <li>• Contact customers by email and telephone to respond to their questions and collect their fees</li> <li>• Meet face to face with Students where issues require more expert support to resolve student issues</li> <li>• Refer debts which cannot be recovered to management who will determine whether the customer debt should be sent to external fee collection agencies for collection</li> </ul>	25
<p><b>Management of Accounts</b></p> <ul style="list-style-type: none"> <li>• Code all income received by the University to the correct department of the University following set processes</li> <li>• Update and maintain accurate financial records on the University financial system and external databases including Student Loan Company’s SIS system</li> </ul>	25





<ul style="list-style-type: none"> <li>• Approve bursaries and scholarship and ensure students receive their money in a timely manner</li> </ul> <p><b>Customer Service &amp; Support</b></p> <ul style="list-style-type: none"> <li>• Receive and respond to, everyday enquiries from/to students, staff and other customers to provide a timely, courteous and effective service to others</li> <li>• Recognise and understand impact of any issues arising and propose and implement solutions to ensure appropriate resolution of customer queries or other issues</li> <li>• 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</li> <li>• Agreement of payment plans with customers within agreed and documented set limits</li> </ul> <p><b>Supporting improvement and change</b></p> <ul style="list-style-type: none"> <li>• 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 student demand, and identifying and driving the changes needed for improvements to the service</li> <li>• Take part in training sessions and the development and continuous improvement of all procedure and process documentation</li> <li>• 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</li> </ul>	<p>25</p> <p>25</p>
<b>Internal and External Relationships</b>	
<p><b>Internal</b></p> <ul style="list-style-type: none"> <li>• Colleagues in the central finance team</li> <li>• Professional services staff in the Corporate Services</li> <li>• Professional services staff in External Relations</li> <li>• Professional services staff in the Student and Academic Services</li> <li>• Members of staff in Colleges, Schools and Departments</li> </ul> <p><b>External</b></p> <ul style="list-style-type: none"> <li>• Internal and external auditors and regulatory bodies as directed by management.</li> <li>• Funding Agencies such as Student Loan Company</li> <li>• System service providers (such as Barclays Bank, SAP, WPM, Kinetics, Occam and Western Union for example)</li> <li>• Collaborative partners / agents</li> <li>• Students, Sponsors/companies</li> </ul>	





## Planning and Organising

Expected to work collaboratively with the rest of the team under the supervision of the Team Leader. 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 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 accuracy and attention to detail\*
- Effective oral and written skills in order to communicate effectively\*
- Good customer service skills demonstrated through previous roles\*
- Awareness of University financial regulations and the importance of rules and regulations\*
- Good IT skills including Microsoft Office\*

### Desirable

- Willingness to work as part of a team and to be able to work under pressure
- 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***

## VITAL

The University encourages all staff to live our [VITAL values](#) which are:  
**Valuing People, Innovators, Together, Accountable, Leaders.**





## Equality and Diversity

We believe that equality, 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 equality 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.

