



Job Summary

Job Title: Finance Administrator
Grade: 4
Salary: £18,777 - £21,585
Department: Division of Finance, Student Fees and Income Management Office
Contract: Full time, open ended
Job Reference:

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>1. Recovery of Income</p> <ul style="list-style-type: none"> 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. 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. Perform the documented debt collection process using the financial system to maximise the fee collection from customers Contact customers by email and telephone to respond to their questions and collect their fees. Meet face to face with Students where issues require more expert support to resolve student issues 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. 	25%
<p>2. Management of Accounts</p> <ul style="list-style-type: none"> Code all income received by the University to the correct department of the University following set processes. Update and maintain accurate financial records on the University financial system and external databases including Student Loan Company's SIS system 	25%





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*

Working Hours

This is a full-time appointment and you will be expected to work 35 hours per week with a weekly working shift of 8:45 to 16:45 and 9:15 to 17:15

You may on occasion be expected to work weekends, evenings and/or overtime.



Equality and Diversity

The University of Leicester is committed to positively advancing equality of opportunity. We participate in a number of equalities initiatives which celebrate good employment practice for the advancement of diversity and equality. These include the Stonewall Workplace Equality Index, the Race Equality Charter and [Athena Swan](#).

We are proud to be selected as one of only ten Universities internationally to be an impact champion for [HeForShe](#), a global solidarity movement for gender equality. We also have a number of staff equality fora who champion the advancement of equalities for diverse groups. To find out more please visit the [Equalities](#) webpage.

Staff Benefits

- 24 days annual leave plus 6 closure days plus bank holidays
- Pension
- Discounted gym membership
- Childcare voucher schemes

