

**JOB DESCRIPTION**

Finance Assistant - Income & Credit Control

**Vacancy Ref:** 0535-24

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| **Job Title:** Senior Finance Assistant | **Present Grade:** 5S |
| **Department/College:** Income & Credit Control, Finance | |
| **Directly responsible to:** Supervisor – Income & Credit Control | |
| **Supervisory responsibility for:** 1 Finance Assistant (G4) | |
| **Other contacts** | |
| **Internal:** All University staff including Finance, Student & Programme Administration, Accommodation Managers, Research Support Office and other departmental staff. | |
| **External:**   Students, Parents, Tuition Fee Sponsors, Student Loan Company and commercial customers. The University’s debt collection agencies. The University’s bankers. | |
| **Major Duties:**   1. Support the Supervisor – Income & Credit Control with:  * Complex student or customer queries including decisions on extended payment plans. * High value/volume customer debts and relevant queries. * Provision of training to new and existing staff within the team. * Advocate of customer service including efficient query resolution. * Month End reports.  1. Support the Senior Finance Administrator – Income & Credit Control with:  * Direct Debt Collections. * US Loans funds distribution. * Know Your Customer process. * Deposit refunds and Studentship/Bursary payments to students.  1. Active management of debtor balances in addition to the routine reminder procedures. Liaising with the University’s debt collection agencies and sending appropriate instructions in line with agreed procedures. 2. Management of income and credit control staff x1fte on a daily basis. Prioritising workloads as necessary and ensuring tasks completed on a timely basis in line with University deadlines. Annual review of Personal Developments Reviews and subsequent monitoring of progress against objectives. 3. Identification of suspicious activity, breaches of financial regulations and the prompt reporting of any issues to the Supervisor. 4. Contribute to the Income and Credit Control team’s daily activities:  * Dealing with both student and external customers on a daily basis. * Follow up and resolution of queries directed to the Income and Credit Control email address. * Follow up and resolution of queries with departments. * Accurate posting of all income received by the University as required. * Daily reconciliation of all online payment methods as required. * Calculating and entering various data on to the University’s financial accounting system (Agresso) and generating enquiries on the same.  1. Use of Microsoft Excel and Word to create spreadsheets and documents using excel pivots and look-ups and subsequent follow up with senior members of the Finance Division. 2. Recognise student wellbeing and safeguarding issues for escalation to the Student Wellbeing Team. 3. To engage with Departmental/University/External activities by participation in meetings, reviews or events in order to help achieve strategic objectives. 4. Contributing to the overall work of the Income and Credit Control team and other such duties in accordance with the grading of the post. | |