

## JOB DESCRIPTION AND PERSON SPECIFICATION

<b>Job Title:</b> Income and Payments Acceptance Manager	<b>Accountable to:</b> Deputy Head of Income Services
	<b>Hours per week:</b> 35 <b>Weeks per year:</b> 52
<b>Contract Length:</b> Permanent	<b>Salary:</b> £40,454 – £48,534 <b>Grade:</b> Grade 5
<b>College/Service:</b> Finance	<b>Location:</b> Granary Building Kings Cross
<p><b>Purpose of Role:</b> To deliver an effective and efficient financial administration service for the collection and management of all income across the University. To lead in the development of policies and procedures to manage these activities and ensure the University is both transparent and accountable in the way it deals with its customers. To ensure that managers across the University have complete and accurate data available on their income and debtors position for management and decision making purposes and that the University has appropriate underlying data to deliver its mandatory reporting requirements.</p>	
<p><b>Duties and Responsibilities</b></p> <ul style="list-style-type: none"> <li>• To lead the Income and Payment Acceptance team and deliver a customer focused service to colleagues across the University and customers.</li> <li>• To influence the development and contribute to the implementation of the overall Income Services Team and Finance Department strategy, specifically contributing to the collection of income, ensuring systems and processes remain fit for purpose and dynamic, while gaining maximum value for money for the university</li> <li>• To manage the Income Administrators, providing appropriate coaching/regular feedback and ensuring that all University's Income is reconciled and recorded promptly/accurately in the University's FMIS.</li> <li>• To lead the development of policies and operating systems for the administration, management and collection of all income streams, including commercial and student income, fundraising, grants, online payments, sundry receipts and electronic credit.</li> <li>• To be an expert in payment acceptance and remain up-to-date in all technology developments. Provide advice to staff across UAL on all systems developed to manage income transactions</li> <li>• To develop policies and procedures which enable the production of relevant and timely management information in relation to the University's income position and ensure appropriate meaningful and accurate reports are circulated to stakeholders i.e. Month/Year end and debtors reporting.</li> <li>• To be responsible for the day to day management and ongoing development of the University's payment systems by developing the long-term strategy for payment acceptance, ensuring optimum value for money from the system and continuous improvements to the user experience and the efficiency of procedures.</li> <li>• Ensure appropriate training is available for staff across the University on Online payments procedures and processes and provide guidance on the processes relating to sales invoicing and face-to-face payments, including cash, credit cards, etc.</li> <li>• Ensure all sales ledger queries are satisfactorily resolved and, that UAL policies and procedures are being properly followed, accounts are reconciled and any differences investigated.</li> </ul>	

- To ensure effective systems are in place and operating effectively to allocate all customers' payments to the relevant account on a timely basis, ensuring all payments are reconciled to the bank and any difference investigated.
- To ensure all refunds due to customers are processed on a timely basis ensuring compliance with the University's Fees Policy, Financial Procedures and all relevant regulations.
- To advise on and ensure that student payment requests are processed on a timely basis in line with the University's Financial Procedures. These include, payments relating to maintenance bursaries due to students in relation to Erasmus, AHRC, hardship and similar programs as well as student prizes.
- To develop effective relationships with Colleges Finance Managers and key stakeholders across the university who are responsible for the development and strategy of the University's income streams, e.g., Student recruitment and marketing, Academic Registry, Development, Research and Enterprise teams.
- Meeting/ liaising with representatives of University customers, including funding councils, Student Finance England and similar bodies, EU governments and their agencies, commercial partners both in the UK and overseas, to investigate queries, resolve disputes and ensure effective payment.
- Advising stakeholders on PCI DSS policies/procedures and flagging potential issues with senior finance managers and IT.
- Liaising with the University's Credit Control team, identifying areas for collaboration and advising them of areas of concern.
- To ensure all private and personal information and relevant records are maintained in accordance with General Data Protection Regulation.
- To be a Local Information Manager for the Finance Department, working with the Information Management Team and other Local Information Managers in the Finance Department to ensure the University is compliant with General Data Protection Regulation and PCI DSS.
- To demonstrate a flexible, understanding and supportive approach to the circumstances of our customers, particularly students to enhance the student experience.
- To make full use of all information and communication technologies, in adherence to data protection policies, to meet the requirements of the role and promote organisational effectiveness.
- To motivate the team and provide leadership by example.
- To provide advice and guidance to the team on specific problems, systems and working methods and ensuring the efficient operation of the team.
- Network with fellow professionals in the wider community to ensure professional knowledge remains current and maintain awareness of the UK higher education agenda.
- To make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.
- To undertake health and safety duties and responsibilities appropriate to the role.
- To work in accordance with the University's Staff Charter and Dignity at Work Policy, promoting equality diversity and inclusion in your work
- To undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.

- To conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations.
- To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University

**Key Working Relationships:** Managers and other staff, and external partners, suppliers, etc; with whom regular contact is required.

- College Finance Managers
- Fees Managers
- Student Funding team
- Treasury Manager
- IT – Head of IT security
- Business managers across UAI, e.g., Enterprise, Research, Student recruitment and Marketing,
- Director of Development
- Legal Services
- Finance project teams

**Specific Management Responsibilities**

**Budgets:** N/a

**Staff:** 4 income administrators

**Other** (e.g. accommodation; equipment):N/a

Signed \_\_\_\_\_ Date of last review \_\_\_\_\_

## Person Specification

<p>Specialist Knowledge/ Qualifications</p>	<ul style="list-style-type: none"> <li>• Commits to own development through effective use of the University's appraisal scheme and staff development process.</li> <li>• Uses appropriate levels of IT skills to enable best use of available information and communications as necessary for the post. MS Office Email Intranet Web/Internet Electronic Diary Agresso Business World Finance systems WPM, online payment solution Flywire</li> <li>• Is aware of the latest innovations in payment technologies</li> </ul>
<p>Relevant Experience</p>	<ul style="list-style-type: none"> <li>• Has relevant experience in the financial management of various income streams, and can answer colleagues' questions and is able to work independently without direct supervision.</li> <li>• Experience of operating in an environment where new financial systems are changing and taking a proactive role in their ongoing development</li> <li>• Experience of reconciling complex financial records and resolving queries which arise</li> <li>• Experience of identifying and reporting the risks within a financial system and working with management to identify and implement controls to mitigate those risks</li> </ul>
<p>Communication Skills</p>	<p>Communicates effectively orally and in writing adapting the message for a diverse audience in an inclusive and accessible way</p>
<p>Leadership and Management</p>	<p>Motivates and leads a team effectively, setting clear objectives to manage performance</p>
<p>Research, Teaching and Learning</p>	<p>Applies innovative approaches in teaching, learning or professional practice to support excellent teaching, pedagogy and inclusivity</p>
<p>Professional Practice</p>	<p>Contributes to advancing professional practice in own area of specialism</p>
<p>Planning and managing resources</p>	<p>Plans, prioritises and manages resources effectively to achieve long term objectives</p>

## Person Specification

Teamwork	Works collaboratively in a team and where appropriate across or with different professional groups
Student experience or customer service	Builds and maintains positive relationships with students or customers
Creativity, Innovation and Problem Solving	Suggests practical solutions to new or unique problems