

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: Finance Manager – Student Fees

Accountable to: Head of Income Services

Contract Length: 18 months

Hours per week: 35

Weeks per year: 52

Salary: £37,265-£44,708 per annum

Grade: 5

College/Service : Finance

Location: Kings Cross

Purpose of Role:

To ensure the effective and efficient administration of all student tuition fees due to the College and to ensure all income due to the College is identified and recorded promptly and accurately. To oversee the ongoing reconciliation of student accounts, to ensure that they are a complete and accurate record of transactions and that all income is correctly allocated and debts are minimised. To act as a first point of contact for all fee-related enquiries and provide a high level of customer service to students and colleagues across the University, ensuring the University is both transparent and accountable in the way it deals with its students. To support the Head of Income Services on the management of the service provision in the areas of Student Finance and Fee Management by heading relevant projects, managing key processes and providing absence cover.

Duties and Responsibilities

- To work closely with the College in the creation and collection of tuition fees, instructing the college staff on University policy and procedures and ensuring course file information is correct and current at all times.
- To liaise with the Student Administration Manager and Head of Academic Registry to assist in the organisation and facilitation of the College's enrolment sessions, including collection and processing of tuition fees, request for instalment payments, and safe custody of monies, in accordance with University policy and procedure.
- To coordinate the College management of fee collection throughout the year, ensuring the UAL procedures and policy in relation to the collection of fees and systems are in place and adhered to. Within this, to ensure appropriate set ups are in place at enrolment to address fee collection.
- To be the College contact point for all administrative matters in relation to student fees, liaising closely with UAL teams - Academic Registry, Finance, UAL Student Services teams.
- To provide accurate information to prospective and existing students in relation to tuition fees and to provide guidance to support accurate decision making regarding fee assessment of students. This includes ensuring students are aware of the advice and support available.
- To co-ordinate the accurate and timely input and updating of student fee related data within the College.
- To ensure a proactive approach in developing knowledge of the University's management information systems, to enable effective preparation of student / course related statistical data and reports relating to student debtors.
- To provide College Management with monthly management reports relating to tuition fee collection including statistical data and an effective analysis and comparator position in relation to the student debt position.
- To undertake a key reporting function to the University Central Services teams, in order to inform evolving policy and procedural practice in relation to student fee collection.
- To ensure all differences, including credit balances, are identified, investigated and resolved and that all transactions are recorded on ABW completely, accurately and promptly. This includes all income received online, by bank transfer, or by cheque and credit card.
- To ensure all fees are collected in accordance with University policy and that any debtors are minimised

- To reconcile student accounts and put on flags, action and notes to detail progress and activity in relation to chasing debts. Ensuring effective liaison with the College administrative team, Accommodation administrative team and Credit Control as appropriate
- To ensure all debts which relate to sponsors are correctly identified, and recorded on ABW to enable invoices to be issued promptly
- To assist the reconciliation of receipts from Student Finance England to ensure funding is being received in relation to all eligible students and follow up any disparities which arise with Central finance.
- To support the organisation of the awards ceremony by providing details of relevant debtors and if required to attend the degree ceremonies to provide support with debtors payments on the day.
- To administer all refunds in accordance with the University's policy.
- To assist with the ongoing development of systems which enable the production of timely and relevant management information in relation to University income and debtors.
- To provide cover for the Head of Income Services absence in all Fee management areas by participating in/chairing relevant meetings, authorising student refunds and sales ledger journals and being the first point of contact for urgent queries.
- To take on process improvement projects leading on an appropriate consultation process and implementation across all colleges.
- To represent the Fee Management team in the Income Services System meetings ensuring any ongoing system issues are raised and updating the Sales to Cash ABW development document as required.
- Reminder letter process management and snagging including the preparation of an annual schedule for the reminder letters with dates agreed with all fee managers and credit control team.
- Managing the preparation for enrolment season by organising the schedule for Fee Managers' support for the fee desk throughout the enrolment period; organising and managing the training sessions for all staff providing support to the Fee Managers at enrolment and ensuring that all staff assisting the fee managers at enrolment are given appropriate access to all required systems for the enrolment season only.
- To be a member of, and contribute effectively to, any appropriate review groups and internal/external networks.
- To provide cover and assistance where required to Student Fee managers across the University.
- To ensure all private and personal information and relevant records are maintained in accordance with Data Protection laws.
- To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University.
- To undertake health and safety duties and responsibilities appropriate to the role.
- To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity 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 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 conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations.

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

- College based Registry services staff, in particular the Head of Academic Registry and Student Administration Manager
- Colleagues within the Finance Department, Income Services Team.
- Registry colleagues
- Budget holders/managers within the University
- Colleagues in peer institutions (sector networking)

Specific Management Responsibilities

Budgets:N/A

Staff: 0

Other (e.g. accommodation; equipment):0

Signed _____ Date of last review _____
(Recruiting Manager)

Person Specification

<p>Specialist Knowledge/ Qualifications</p>	<ul style="list-style-type: none"> • Is training for or has achieved a relevant professional qualification in the area of financial management eg, ACCA, ACA, CIMA (desirable) • Commits to own development through effective use of the University's appraisal scheme and staff development process. • 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 • Is aware of the latest innovations in payment technologies
<p>Relevant Experience</p>	<ul style="list-style-type: none"> • 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. • Experience of using a finance management information system and students records system for generating and recording fees related transactions • Experience in adapting financial processes and systems to meet customers' needs and identifying ways of improving efficiency, improving standards and actively promoting the service. • Experience of reconciling complex financial records and resolving queries which arise
<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>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>
<p>Teamwork</p>	<p>Works collaboratively in a team and where appropriate across or with different professional groups</p>
<p>Student experience or customer service</p>	<p>Builds and maintains positive relationships with students or customers</p>
<p>Creativity, Innovation</p>	

Person Specification

and Problem Solving

Suggests practical solutions to new or unique problems