JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Student Administration Officer (Tuition Fees Billing)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department / Unit:</td>
<td>Student Administration</td>
</tr>
<tr>
<td>Job type</td>
<td>Full-time</td>
</tr>
<tr>
<td>Grade:</td>
<td>6</td>
</tr>
<tr>
<td>Accountable to:</td>
<td>Student Administration Manager (Enrolment Operations)</td>
</tr>
<tr>
<td>Accountable for:</td>
<td>None</td>
</tr>
</tbody>
</table>

Purpose of the Post

The Student Administration Officer (Tuition Fees Billing) is the key officer responsible for tuition fee billing and reporting through the student records system to ensure that students receive the appropriate billing amount for their programme of study.

Key Tasks

- Responsibility for and the administration of the tuition fees billing process including the creation and validation of fee rules and manual and non-standard billings. This includes working with colleagues in the Student Fees team to ensure that the correct information is in place for payments to be matched against invoices.

- Maintaining accurate information on the student record system and other administrative systems including reporting on and validating tuition fees data to identify issues and ensure data quality.

- Producing reports for funding bodies, such as the Student Loan Company (SLC). Including responsibility for the completion of the ACR (Attendance Confirmation Report) to ensure payment to the College of tuition fees for students being supported by the SLC.

- Responsibility for obtaining, processing and returning data files from the SLC through the Student Information Service (SIS). Including the development of new processes and procedures in response to changes made by the SLC.
- Maintaining the Course Management System database through SIS to ensure that the College's programme information is kept up to date in SLC records and students can apply for funding for their chosen programme.

- Acting as point of contact for all students and staff in relation to tuition fees billing queries including working with colleagues across the College to ensure they are aware of fee billing processes and implications of changes in circumstances to fees billing.

- Acting as point of contact to relevant external organisations in relation to tuition fees billing, including the Student Loans Company (SLC).

- Working closely with other sections of the College involved in the production and collection of student tuition fees and invoices, especially the Student Fees Team and Marketing and Communications, to ensure that the College's fees processes are co-ordinated and efficient.

- Liaising with the Academic Quality & Policy Office team on fee bands for new programmes.

- Advising on and monitoring the relevant fee calculations for students changing mode, interrupting and withdrawing.

- Co-ordinating and processing the reporting of changes of circumstances to the SLC.

- Overseeing the creation of sponsor accounts and adding students to sponsor and exemption accounts as necessary and processing staff fee waivers.

- Co-ordinating and processing the reinstatement of students’ records.

- Providing secretarial support to the Tuition Fees Working Group, including providing feedback on the preparation of the fees paper and the subsequent process of calculating and publishing tuition fees on this basis of the bandings outlined in the paper.

- Keeping up to date with developments in policy and guidance from the SLC and representing the College at SLC functions, including the SLC conference.
• Working with colleagues in IT to monitor and maintain the functionality of the tuition fee billing module of the Banner Student Record System, including completing the annual set-up.

• Documenting procedures and developing processes relating to tuition fees matters including supporting the continuous review of systems, practices and processes, maintaining and meeting KPIs to ensure accuracy and efficiency to provide the best possible experience for students.

• Support the Enrolment and Records Team to complete key tasks at peak times including, but not limited to, student movements (i.e. interruptions, change of degrees and withdrawals), assigning and answering queries through the enquiry management system, enrolment checks and cover for the Bursaries and Scholarships Officer as required. This will include attending Open Days and Applicant Visitor Days to advise prospective students on undergraduate bursaries and scholarships.

• Support the Exams and Graduation Team to complete key tasks at peak times including, but not limited to, exam paper checking and ticket allocation.

Other Duties

All members of Student Administration are expected to assist with the key events run by Student Administration; Enrolment, College Examinations and Graduation and are expected to work as a team.

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

Internal and external relationships

The following list is not exhaustive but the post holder will be required to liaise with:

Internal:
• Student Fees Team
• IT
• Student Services
• Marketing & Communications including the Admissions Team
• Academic Departments – Administrative and Academic Staff

External:
• Student Loans Company