JOB DESCRIPTION

Job Title: Senior Student Fees Administrator

Department / Unit: Finance

Job type Professional Services

Grade: 6

Accountable to: Head of Student Fees

Purpose of the Post

The Student Fees Office is responsible for the collection of student fees, primarily tuition and accommodation related, and the management of students’ accounts to a high professional standard. The team achieves outstanding collection rates that must be maintained year-on-year.

The remit of the Senior Fees Administrator is to focus on fee collection processes, manage the quality of data on student accounts and to assist the Student Fees Manager in managing the wider team. The post-holder will liaise extensively with a wide range of staff both across the College and from external organisations, and will develop close working relationships with staff within student facing support services. S/he will interview students with complex account issues or with financial difficulties in order to resolve how to manage their account and support the team in their interactions with students.

The post-holder will be responsible for ongoing maintenance of student fee related systems, taking a proactive approach in response to changes, ensuring a consistent and high level of service is maintained.

Key Tasks

- Manage the team to achieve the highest level of collection of student fees from students, third party payers (including parents and sponsors) and the Student Loans Company. Delegate work/tasks and monitor performance.

- Meet with students with complex account problems and financial difficulties, resolving problems by making arrangements for fee settlement in accordance with the College’s fee regulations, liaising with other parts of the College or externally to resolve issues and referring students to other support services for counselling or hardship support.

- Management of debt referral and ongoing review of debts passed to external agents

- Development of credit control functionality and reporting within the Agresso Finance system.
• Maintain interface records from a range of student systems
• Represent the Student Fees team at regular team meetings. Responsible for meeting minutes and distribution of appropriate information and actions
• Attend relevant internal and external meetings as required, demonstrating an operational understanding of the business requirements in relation to the Student Fees Office and making decisions accordingly.
• Attend external fora and maintain networks with staff on relevant issues and developments
• Lead ongoing review of debtor and credit balances, ensuring timely actions are undertaken prior to financial year end.
• Production of monthly reports and preparation of data for Financial Year End.
• In conjunction with Student Administration, co-ordinate the process of managing enrolments and record closures.
• Authorisation of charges, invoices and refunds to customer accounts.

Other Responsibilities
• Keep up to date with HE sector related issues and developments in service at other HEIs and feedback how improvements could be achieved by the College.
• A commitment to personal development to maintain and improve skills and awareness of sector wide issues.
• Other duties and responsibilities as may be required to meet the changing needs of the Royal Holloway over time.

There is a requirement for some weekend and evening working during core College events, for example during student enrolment and applicant events.
As the needs of the College change the duties and location of the role within the College will be adjusted accordingly.

Other Duties

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.