



JOB DESCRIPTION

Job Title:	Student Fees Administrator
Department / Unit:	Finance
Grade:	RHUL 5
Accountable to:	Student Fees Manager
Responsible to:	Head of Financial Control
Purpose of the Post	
<p>A varied and demanding role involving the direct provision of services and account management to our student customers, plus general financial administration, liaison with other College offices, academic departments and external organisations. There is the opportunity to become involved with the day to day credit control for designated major accounts or a segment of the student sales ledger.</p> <p>Duties are both 'back office' and customer-facing, with the latter featuring through regular appointments at the Student Services Centre on a rota basis.</p>	
Key Tasks	
<p>The main responsibilities are:</p> <p>Customer Service</p> <ol style="list-style-type: none"> 1. Providing high level of customer service to students, sponsors etc. over telephone, via e-mail and in writing and when carrying out transactions or dealing with enquiries during enrolment and in one to one appointments at the Student Services Centre. Also, liaising with and handling enquiries from, College departments. <p>Credit Control</p> <ol style="list-style-type: none"> 2. To provide a professional credit control service in respect of all types of student fees, taking debt management actions, sending debt control letters, maintaining accurate records and conducting reconciliations etc., within an agreed framework and College regulations. 3. Operating the credit & debit card telephone payment line from time to time and administering card transactions made online. 	

4. Assisting with the generation and dispatching of tuition and accommodation invoices and statements of account where required to students and their external sponsors

Account Management

- 5 Day to day management of Accounts Receivable ledger accounts i.e. Student, SLC and Sponsor records. Ensuring the correct allocation and matching of receipts to customer accounts and income to budget codes. Reconciliation of control accounts as necessary.
- 6 Liaison with Student Administration and Student Enquiries on the billing of tuition and accommodation fees.
- 7 Processing transactions that are not generated automatically by the student fees systems, namely raising and amending invoices and credit notes, re-phasing of instalment plans, allocating discounts and applying late charges. Loading data for system transaction processing from external sources i.e. upload of payment files from Student Loan Company, WPM and Western Union, preparation of US Dept of Education Federal Aid disbursements.
- 8 Making fee refunds as appropriate
- 9 Preparing the remittance of student payments and liaising with the Accounts Payable team on the reconciliation of payment batches and resolving rejected BACS transactions.
- 10 Assisting in the initial setting-up of new administrative systems and processes to collect student fees. To include the ongoing implementation of these operations including liaison with customers, other sections of Finance Dept., external suppliers and other outside parties as appropriate.

There is a requirement to work one Saturday and Sunday prior to the start of the academic year (September). In addition the Fees Office team is often required to work beyond normal hours – into the evening – for one week at the start of each of the three main terms.

Any other duties as required by the line manager or Head of Department that are commensurate with the grade.

As the needs of the College change so the above job profile, duties and location of the role within the College will be adjusted accordingly.