

## JOB DESCRIPTION

<b>Job Title:</b>	Student Fees Administrator
<b>Department / Unit:</b>	Finance
<b>Job Type:</b>	Professional Services – Full Time, Permanent
<b>Grade:</b>	RHUL 5
<b>Accountable to:</b>	Head of Student Fees
<b>Responsible to:</b>	Head of Income
<b>Purpose of the Post</b>	
<p>The postholder will help administer the direct provision of services and account management to our student customers, plus general financial administration, liaison with other University offices, academic departments, and external organisations. They will to be involved with the day-to-day credit control for designated major accounts and/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>	
<b>Key Tasks</b>	
<p>The main responsibilities are:</p> <p><b>Customer Service</b></p> <ol style="list-style-type: none"> <li>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, University departments.</li> </ol> <p><b>Credit Control</b></p> <ol style="list-style-type: none"> <li>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 University regulations.</li> <li>3 Operating the credit &amp; debit card telephone payment line from time to time and administering card transactions made online.</li> </ol>	

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

## PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge, and abilities that are needed to fulfil this role are set out below.

**Job Title:** Student Fees Administrator

**Department:** Finance

	Essential	Desirable	Tested by Application form, Interview, Test)
<b>Qualifications and Training</b>			
Minimum 5 GCSE Levels	X		Application Form
A' levels or equivalent financial qualification		X	Application Form
<b>Specific Skills, Experience and Knowledge</b>			
Knowledge of current HE developments relating to tuition fees		X	Interview
Credit control / Accounts Receivable experience, preferably within an education setting	X		Interview / XLS / Word Test
Excellent written and oral communication skills	X		Interview
High standard of numeracy and attention to detail	X		Interview / XLS / Word Test
Proficient in MS Outlook, Excel, Word	X		Interview
Experience of computerized finance/accounting system, preferably Agresso	X		Interview
<b>Personal and Interpersonal Qualities</b>			
Self-motivated: ability to work independently and prioritise own work	X		Interview
Ability to contribute and work effectively within a team	X		Interview
Ability to liaise with a wide range of internal and external colleagues	X		Interview
Ability to work under pressure, within time constraints and meet firm deadlines	X		Interview
Capacity to demonstrate discretion, empathy and sensitivity in dealing with students	X		Interview
An understanding of and commitment to the principles of equality, diversity, and inclusion	X		Interview

<b>Capacity for Career Development</b>			
Commitment to continuous improvement, learning and personal/professional development	X		XLS / Word Test
<b>Circumstances</b>			
Some evening and weekend working is required around university events (e.g. enrolment) and occasional travel to external conferences/events may be required	X		Interview