

Job Description

Post:	Senior Academic Fees Assistant
School / Service:	Finance Office
Reference:	FIN-047/P
Grade:	Scale 5
Status:	Permanent
Hours:	Full-Time
Responsible to:	Academic Fees and Invoicing Manager

Main Function of the Post:

- To be responsible for the effective and efficient invoicing of Apprenticeship course fees, monitoring and managing adjustments to apprenticeship students' status and training agreements. Amending transaction records as required and in accordance with ESFA requirements.
- Be responsible for the effective and efficient invoicing of course fees for all Off-Campus international students in accordance with the relevant partner contract and complete reconciliation of minimum number requirements.
- To undertake the assessment of student fee status for applicants, referred to Academic Fees and Invoicing Team by the University's Admissions Service. Advising Admissions, students and employers of assessment outcomes and liaising with the Academic Fees and Invoicing Manager on matters of appeal.

Principal Duties and Responsibilities:

1. Manage the timely invoicing of course fees for Apprenticeship and International Off-Campus students in accordance with the financial addendums of the university's contracts with Off-Campus partners and ESFA regulations, as appropriate. To facilitate the timely receipt of course fee income.
2. Liaise with staff in Schools of Study, Student Data Management, Off-Campus Division and Apprenticeship Development to monitor and manage changes to student records and undertake any subsequent changes to a student's, employer's or partner organisation's fee liability.
3. Maintain and develop appropriate systems to enable the efficient and accurate processing of data and invoicing of fees and identify and establish new systems and processes required to ensure data integrity and meet the requirements of changing funding regulations and partner contracts.
4. Maintain key departmental databases and student records within the central Student Information Records System ensuring the integrity and validity of the University's student records data.

5. To undertake the Assessment of Student Fee Statuses to establish student eligibility to pay home or international fees, based on their immigration status. Enabling the University to comply with UKVI requirements and the accurate submission of HESA/HESES funding returns.
6. Maintain accurate and secure records including contracts, financial records, changes of student status, immigration and related personal documents and assessment outcomes to ensure compliance with regulatory and audit requirements.
7. To contribute to the wide range of day-to day operational activities of the Academic Fees and Invoicing function in accordance with standard operating procedures and with minimal supervision.
8. Respond to enquiries from students, staff and sponsors regarding enrolment, invoicing, fee liability, funding eligibility, fee status and outstanding debts. Providing relevant advice and guidance to resolve issues and concerns.
9. To interview students when necessary, being sensitive to their needs and respecting confidentiality.
10. Maintain a current, up to date knowledge of regulations and policies relevant to the work of the section and apply them as appropriate; ESFA funding regulations, Education (Fees and Awards) Regulations, University Course Fee Policy, UKVI regulations, Partnership Financial Agreements, etc.
11. To prioritise and plan work to achieve multiple conflicting deadlines within limited time frames whilst maintain accuracy and validity of data.
12. Maintain confidentiality in all aspects of the university's business to ensure the integrity and credibility of the university is maintained and protected. Maintaining integrity and confidentiality of data in compliance with data protection regulations.
13. Utilise available information technology in the execution of the sections work and contribute to the development of new processes required to meet the responsibilities of the section.
14. To liaise with and advise other departments/units on issues relating to course fees, student fee liabilities, student funding regulations, fee status assessments and changes to student records.
15. To participate in appropriate staff development activities.
16. To participate in the implementation of the University's equal opportunities and diversity policy.
17. To undertake such duties as may reasonably be expected within the scope and grading of the post. This may involve providing temporary cover for colleagues working at a higher or lower grade.
18. To work flexibly as part of a team, working evenings and weekends when required to meet the demands of the service.
19. To be professional, co-operative and flexible in line with the needs of the post, the service and the University.
20. Ensure a safe working environment and abide by University health and safety policies and practices and to observe the University's Equal Opportunities policy and Dignity at Work policy at all times.

Person Specification

Post: Senior Academic Fees Assistant		Reference: FIN-047/P	
School / Service: Finance		Priority (1/2)	Method of Assessment
Criteria			
1	Qualifications		
1 a)	Honours Degree or relevant equivalent experience	1	CV / Expression of Interest / Documentation
1 b)	GCSE A-C in English and Mathematics, or equivalent standard of education	1	CV / Expression of Interest / Documentation
2	Skills / Knowledge		
2 a)	Plan and organise activities, deploying resources effectively being skilled at determining priorities and managing multiple deadlines	1	CV / Expression of Interest / Interview
2 b)	Able to use methodical and systematic approaches to investigate and solve problems and to determine a course of action	1	CV / Expression of Interest / Interview
2 c)	An understanding of strategic requirements in student administration	2	CV / Expression of Interest / Interview
2 d)	Knowledge and experience of interpreting and reviewing contracts	2	CV / Expression of Interest / Interview
2 e)	Ability to develop systems to implement agreed policies and keep pace with changing funding requirements	1	CV / Expression of Interest / Interview
2 f)	Able to present information clearly, accurately and concisely to students and colleagues	1	CV / Expression of Interest / Interview
2 g)	Able to understand and apply complex regulations and convey complex information to lay audiences	1	CV / Expression of Interest / Interview
2 h)	Able to work diligently and develop approaches to identifying and confirming the accuracy of data from both internal and external sources	1	CV / Expression of Interest / Interview
2 i)	Excellent communication skills, both in writing and orally. Able to produce factual written correspondence in response to internal and external enquiries and interact effectively and professionally with staff and stakeholders at all levels	1	CV / Expression of Interest / Interview
3	Experience		
3 a)	Proven experience of working with invoicing, student records systems and student finance.	1	CV / Expression of Interest / Interview
3 b)	Experience of the requirements associated with operating within an environment where there is a requirement to comply with issues of confidentiality	1	CV / Expression of Interest / Interview
3 c)	Experience of operating in a context where there is a requirement to demonstrate public accountability	1	CV / Expression of Interest / Interview

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Criteria		(1/2)	Method of Assessment
3 d)	Highly competent in the application of Information Technology including Microsoft Excel & Access and student relational databases	1	CV / Expression of Interest / Interview
3 e)	Experience of applying policy and regulations relating to student funding and invoicing e.g. The Education (Fees and Awards) Regulations, University Course Fees Policy, UKVI regulations, Student Loans Company business rules, etc.	1	CV / Expression of Interest / Interview
3 f)	Experience of working with a wide range of external stakeholders and developing successful partnership arrangements with UK and overseas partners, Employers and Student Loans Company.	1	CV / Expression of Interest / Interview
4	Personal Qualities		
4 a)	Awareness of the requirements associated with operating within a customer service environment displaying commitment to service excellence	1	Interview
4 b)	Highly organised and able to prioritise and manage own workload and the work of team members to achieve deadlines	1	Interview
4 c)	Able to work effectively as part as a team and as an individual under own initiative	1	Interview
4 d)	Able to establish effective working relationships with a range of stakeholders	1	Interview
4 e)	Sensitive to individual difference and in dealing with colleagues/partners and stakeholders from different cultural back grounds	1	Interview
4 f)	Commitment to continuous improvement and creative ways of working	1	Interview
4 g)	Able and willing to adapt to changing demands, procedures and routines	1	Interview
5	Other		
5 a)	Adherence to the University's commitment to equal opportunities and a diverse culture	1	Interview
5 b)	Willing to work flexibly and travel as appropriate in order to meet the needs of the service, being prepared to work outside normal office hours if occasionally required	1	Interview
5 c)	Willing to undertake staff development opportunities, as appropriate to the role/duties	1	Interview
5 d)	Awareness and adherence to the principles of the Data Protection Act, Health and Safety, Freedom of Information Act, Prevent and Bribery Act	1	Interview

Note:

- Priority 1** indicates **vital** criteria - extremely unlikely that a candidate would be successful if unable to satisfy any one of these.
- Priority 2** indicates **desirable** criteria - candidates failing to satisfy a number of these are unlikely to be successful.