

**Post title:** Finance Administrator (Income)

**Salary Grade:** Grade 5

**Department:** Finance and Commercial

**Reports to:** Financial Operations Manager

**Location:** Your normal place of work is Pittville Campus, Cheltenham, GL52 3JG. However, you may be required to work or be based at any premises the University occupies and may be required to work at any University site or any other reasonable location where the University is undertaking its business.

*The university does have an agile working policy, and this requires the postholder to be based in the UK.*

### About the role and any special conditions

The role sits within the CFO function which is responsible for driving the university's commercial, finance, governance, transformation and project management activities. With the model of a centralised procurement, the Commercial and Procurement function is responsible for commercial and procurement activities across the University, ensuring best practice is adopted, resulting in high standards of performance, cost effectiveness, and resource efficiency. The team has leadership responsibility for procurement and, contract management and the institution's procurement and commercial strategies.

The Finance and Planning Department is dedicated to the provision of professional services to support the University in planning and managing its resources in a controlled and sustainable manner. The post is in the Financial Operations section, which is responsible for the maintenance of accurate financial records including all accounts receivable, accounts payable, fee setting, bursaries and payroll processing.

### Main duties and responsibilities

- To take responsibility for the timely and accurate production and processing of customer refunds and journals or other adjustments relating to sales ledger accounts.
- To take responsibility for the financial administration of the payment facilities and cash receipts ensuring amounts received are allocated to relevant accounts in a timely and accurate manner, following up on any discrepancies.
- Liaise with sponsors, students and trade regarding the payment of fees, providing advice on the operation of the Tuition Fee & Refund Policy, responding to enquiries in line with agreed SLA's.
- To support and assist the credit controllers with the active management of debtor balances, chasing outstanding balances via the prescribed dunning process ensuring the Credit Control and Debt Management Policy is adhered to.

- Support with the sales ledger reconciliations of the SLC and HA debtor accounts, investigating variances and responding to queries.
- To provide support in the administration of the direct debit scheme and web based payment facilities
- To help maintain departmental procedure manuals and ensure the team are kept up to date with regular training sessions, working collaboratively with other departments providing advice and guidance on policies processes.
- To support in the implementation of system developments and enhancements.
- To continually review working processes and highlight potential automation or time saving efficiencies on tasks.
- To maintain adequate records to satisfy audit requirements and respond to requests for information/data from both internal and external audit.
- To support the credit controllers, where required, at the Student Hubs and Open Days in the provision of financial advice and payment options directly to students.
- Familiarisation of other aspects of the Financial Operations sections work in order to provide cover as directed by the Line Manager to ensure the smooth and efficient operation continues within the Financial Operations Section.
- You will be required to support and engage in open days and other University events as appropriate, to promote your service area and the University.
- To ensure we are creating an inclusive environment for staff and students.
- You are responsible for undertaking health and safety responsibilities and duties for your role, as detailed in the University of Gloucestershire's 'Health and Safety Responsibilities' document and any supporting risk assessments that relate to your position. As part of general responsibilities, all staff have a duty to take care of themselves whilst at work and others who may be affected by their acts or omissions.
- To undertake any other duties and responsibilities, commensurate with the grade of the post, properly directed by the line manager. These variations will not change the general character of the post or the level of responsibility entailed.
- This job description does not form part of your contract and may be amended from time to time. You may also be required to undertake alternative, additional, or ancillary duties from time to time as the University may reasonably dire

## **Person Specification**

### **Essential**

- General Education to A Level or equivalent.
- Competent user of Microsoft office packages with strong excel skills.
- Recent relevant experience finance operations.
- Experience of reconciliations.
- Developing administrative procedures.
- Working to deadlines.
- Excellent customer service skills.
- Proactive and responsive to change.
- Excellent planning and organisational skills.
- Ability to deliver a high-quality service whilst working under pressure.
- Commitment to continuous improvement.
- Flexible to accommodate peaks in workloads.
- An understanding of the importance of equity and diversity within an organisation and a commitment to helping create an inclusive culture.

### **Desirable**

- Studying accounting qualification.
- HE sector/Professional Services sector experience financial operations experience.
- Use of Agresso accounts or similar Finance ERP platform.