

Professional Services Job Description

Post Title:	Financial Operations Assistant
Post No:	S1875
Salary Grade:	4 £20,130 - £23,754 per annum
Department:	Finance & Planning
Base Location:	Pittville Campus, Cheltenham, GL52 3JG
FTE & Hours:	1.0 FTE, 37 hours per week
Special Conditions:	

The post holder may 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 post will involve occasional evenings and/or weekend work and annual leave opportunities may be restricted at certain times of the year.

General

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.

This post is located in the Financial Operations Section which is responsible for the accurate processing of financial transactions, within both the Payments Team (Purchase Ledger) and Income Team.

Main Duties and Responsibilities

Responsible to: **Deputy Payments Manager** (Line Manager)

Payments team

- 1.1 To assist with the administration of purchase ledger.
- 1.2 To process documentation onto core university systems in an accurate and timely manner to include purchase ledger invoices and credit notes.

- 1.3 To have contact with students, suppliers and staff in relation to purchase ledger queries.
- 1.4 To assist in reconciling supplier statements back to the finance system, acting on any differences identified.

Income team

- 1.5 Assist with the timely and accurate production and despatch of all sales invoices, credit notes and/or debtor statements.
- 1.6 Assist with the administration of the on-line payment facility and ensure cash or other receipts are recorded and allocated in a timely and accurate manner.
- 1.7 Assist with the administration of refunds, in line with appropriate refund policy.
- 1.8 To provide support with the administration of the Student Loan Company, sponsor or debtor accounts.
- 1.9 To provide support with the administration of the direct debit scheme for the collection of fees.
- 1.10 To respond to queries from current or prospective students, sponsors or parents, regarding payment options and relevant policies (including the University's Tuition Fee Policy) over the phone, via email or face to face.

General

- 1.11 To alert the Deputy Managers to any instances where relevant procedures do not appear to have been followed.
- 1.12 To assist in the implementation of new systems and/or system developments, making recommendations where required.
- 1.14 To maintain accurate records and filing.
- 1.15 To respond to requests for information/data from both internal and external audit.

- 1.16 To provide general clerical support to the Finance teams including opening of internal mail.
- 1.17 Provide support at key events, such as enrolment and registration
- 1.18 Assist in the work of other areas of the Finance & Planning Department, as properly required by the Line Manager

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 direct.

Person Specification

Post Title: Finance Operations Assistant

Department: Finance & Planning

Grade: 4

Requirements	Essential [E]	Desirable [D]
Educational attainment	<ul style="list-style-type: none"> General Education to GCSE or equivalent Good Level of numeracy and Literacy 	<ul style="list-style-type: none"> General Education to A-level or equivalent Relevant accounting qualification
Knowledge required	<ul style="list-style-type: none"> Ability to use IT packages including data processing 	<ul style="list-style-type: none"> Knowledge of reconciliation procedures
Experience required	<ul style="list-style-type: none"> Recent clerical or administration experience Recent financial administration Computer skills including word processing, spreadsheet and/or database administration 	<ul style="list-style-type: none"> Relevant experience in the public sector, educational sector or charitable organisation Knowledge of accounting systems
Personal qualities required	<ul style="list-style-type: none"> Excellent customer care skills Excellent interpersonal skills Good team worker Ability to learn new skills Responsive to change 	
Circumstances	<ul style="list-style-type: none"> Flexibility to accommodate peaks in workload 	