

Job Description

Student Accounts Controller

Salary:	Grade 5
Contract:	Part time, 0.60 FTE (21 Hours) ongoing
Location:	Canterbury Campus
Responsible to:	Income Office Manager
Job family:	Administrative, professional and managerial

Job purpose

To control the collection of the tuition fees due from students and sponsors to aid the cash flows of the University and to reduce the risk of bad debt.

Key accountabilities

The following are the main duties for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

- Initiating the collection of tuition fees from a section of students including internal and external sponsors, assisting with the cash flows of the University and to reduce the risk of bad debt
- Discussing and arranging the payment of fees with students and sponsors on a case-by-case basis
- Controlling the external reporting requirements including the completion and submission of statutory forms in connection with fees paid to the University
- Controlling the allocation of payments from the SLC and the US Loans Student data ensuring correct representation in the Student database
- Controlling the student loyalty discount and Staff fee Remission applications received, ensuring their eligibility and onward allocation to the student account
- Controlling of student credit balances ensuring refunds are issued in a timely manner
- The production of monthly reports for Cash flow committee and senior managers
- Monitoring of website information and updating

Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

- Regularity issues, ensuring compliance with GDPR, Money Laundering and PCIDSS policies.
- Protecting student data and ensuring the University is fully compliant and adhering to regulations
- Registration is a key pressure period with strict deadlines to ensure all students have completed their finance registration. This will involve interviewing students who are experiencing severe stress and pressures and assisting them through that difficult time period.
- Authorisation of payment plans in accordance with university policy; this will involve assessing a student's financial situation and ability to pay before setting up a payment plan. The role holder will also be required to set up online instalment plans to ensure regular payments are received in accordance with the plan agreed
- Organisation Skills, time management and the ability to prioritise work are key to this role.

- Close collaboration will be required with colleagues, this also includes school divisions, academic and non-academic departments across the organisation. Communicating with them in a professional and timely manner will be essential.

Facts & figures

The income office team can handle around 20,000 student accounts and during peak times up to 1,000 emails a day. Tuition fees invoiced in the year to 31 July 2023 were £157 million.

Internal & external relationships

Internal: Administration Managers, School and Divisional Administrators, Central Student Administration Office, Admissions, Accommodation Office, Information Systems, Student Systems Development Team, Web Team, Finance Department including the Income Reporting and Collection Manager, UBW Finance Systems Team, Financial Accounting, Financial Aid Office

External: Students, Sponsors/parents, Banks, Card payment gateway and online payments provider (Helpdesk), Student Union Advice bureau, Student Finance England, HEI Helpdesk

Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Regular use of Screen Display Equipment
- Repetitive limb movements
- There may be a requirement to work evenings and weekends

Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

Essential Criteria:

- GCSE English and Maths (Grade C or above) or equivalent (A)
- Experience working in a financial environment (A, I)
- Experience of working in a customer services environment (A, I)
- Ability to work well as part of a team (I)
- Ability to display a good level of numeracy with a strong attention to detail (I, T)
- Ability to work flexibly under pressure, with minimal supervision (I, T)
- Willingness to learn and apply new systems (I)
- Ability to prioritise own workload to meet deadlines (A, I, T)
- Good interpersonal and communication skills, with the ability to communicate with a wide range of people with varied levels of technical knowledge (A, I)
- Firm commitment to achieving the University's vision and values, with a passion for a transformative student experience and multidisciplinary, impactful research (I)
- Commitment to deliver and promote equality, diversity and inclusivity in the day to day work of the role (I)

Desirable Criteria:

- Association of Accounting Technicians Level 4 or actively studying towards (A)
- Relevant experience in credit control (A, I)
- Knowledge of administrative databases (A, I)
- Experience using a large computerised accounting system (i.e. UBW) (A, I)

Assessment stage: A - Application; I - Interview; T - Test/presentation at interview stage