



1 Advertisement

Post Title: Online Distance Learning Financial Coordinator

School/department: Division for the Student Experience/Educational Enhancement

Hours: Full-time up to 36.5 hours per week .Requests for flexible working options will be supported (subject to business need).

Contract: Permanent

Reference: 10622

Salary range: Starting £24,144 rising to £27,396 per annum, pro rata if part time.

Placed on: 15 March 2023

Closing date: 14 April 2023. Applications must be received by midnight of the closing date.

Expected interview date: to be confirmed

Expected start date: As soon as possible.

The University of Sussex is seeking to appoint an experienced Finance Assistant to join the Online Distance Learning (ODL) Team within the Educational Enhancement department. This important role will deliver high quality financial assistance support to meet the needs of the University's ODL provision, developed in partnership with Pearson.

The successful applicant will have previous experience of working within a customer support role. They will be motivated and pro-active with good organisational skills, and possess a high level of numeracy and literacy with experience in Agresso Business World or a similar finance processing system.

Creative thinking, intellectual challenge and collaborative working are fundamental to a Sussex education and that's reflected in our workplace too. This is an exciting opportunity to join an innovative and specialist team working at the centre of the University, with a genuine opportunity for career progression.

If you'd like to discuss the role in more detail, please email the Online Distance Learning Manager Mellow Sadik, m.sadik@sussex.ac.uk

For full details and how to apply see our [vacancies page](#)

The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.

Please note: The University requires that work undertaken for the University is performed from the UK.

2. The School / Division

Please find further information regarding the school/division at [Student Experience division](#)
[Educational Enhancement department](#)
[ODL microsite](#)

3. Job description for the post of: Online Distance Learning Coordinator

Job description:	Online Distance Learning Financial Coordinator
Grade:	4
School/Division:	Student Experience/Educational Enhancement
Location:	The Library/hybrid
Responsible to	Online Distance Learning Manager
Direct reports	None
Key contacts:	Strategic ODL partner Professional services staff in divisions (eg . Financial Operations, DSE).

Purpose of the post:

The Online Distance Learning Financial Coordinator supports financial aspects of the university's online distance learning (ODL) course provision, working in collaboration with Professional Services and the University's distance learning partner Pearson. The post assists with payment and refund tracking, student funding and census reconciliation activities to ensure ODL financial functions run smoothly.

Key Responsibilities

1. Provides assistance on the financial aspect of student enrolment processes and payment tracking. Logs singular and bulk module payments, investigates underpayments and miscellaneous payment sums. Maintains and supplies details of ODL scholarships and discounts, fee uplifts, payment banding and coding.
2. Supports finance-related procedural enhancements through contribution to process reviews and mapping. Supports the maintenance and development of payment systems, enabling accurate payment reporting and data. Contributes to user acceptance testing of new/redeveloped financial-related systems or platforms and records issues on tracker documents.
3. Provides assistance with payment platform/methods such as the online shop, Convera and bank transfers. Regularly liaises with Income team to collate and log bank transfer evidence. Reconciles payments against course codes and provides confirmation of payment receipts.
4. Supports the reconciliation processes for intake census payments to ODL partners Pearson Education. Supports refunds tracking and processing, including overpayments. Ensures refunds are paid back to the original payer, in the same

method of payment, adhering to University policies and external regulations.

5. Using knowledge of student funding processes and regulations, assists with aspects of UK and international student funding processes including input to funding forms, and supporting the confirmation of student loans. Coordinates release of funding between Student Progress and Student Success teams.
6. Supports response to ODL payment queries, providing a high quality customer service. Liaises with ODL partnership staff, students and their sponsors to assist in the timely resolution of queries. Demonstrates a customer-focussed orientation when engaging with all internal and external stakeholders.
7. Builds and maintains effective and collaborative relationships with Professional Services and partnership staff, in support of the development of premium quality online learning provision.
8. Takes personal responsibility for continuing professional development.

This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed.

4. Person Specification for the post of: Online Distance Learning Financial Coordinator

Essential criteria

1. Excellent written and oral skills, with a concern for accuracy
2. IT literate with proven experience working with MS Office products and with the ability to learn new software/systems
3. Demonstrates a high level of numeracy and literacy gained through qualifications or experience
4. Demonstrable service orientation, together with a client/customer focus
5. Excellent interpersonal skills, with the ability to confidently express points to colleagues and partners at all levels
6. Pro-active and flexible, able to think ahead, prioritise and manage a varied workload
7. Knowledge of and commitment to providing a high level of service
8. Demonstrates sensitivity, tact and the ability to remain calm when working to different priorities
9. Experience of working cooperatively as part of a team to meet objectives
10. Evidence of a high degree of personal initiative and commitment to professional development.

Essential role-specific criteria

1. Successful experience of working with a large, multi-user finance system and standard pc based software
2. Knowledge of Student Finance processes, financial regulations, e.g. Student Loan Company regulations and systems
3. An ability to read, understand, interpret and disseminate financial information and produce basic statistical reports as directed
4. Knowledge of the Agresso Finance System, or similar multi user financial computer systems
5. Understanding of GDPR, appreciation of the need to maintain confidentiality, and keep information/data secure.

Desirable role-specific criteria

1. Basic accountancy training and/or qualifications
2. Knowledge of the relevant FE/HE Financial Regulations.

Date: February 2023.