

1 Advertisement

Post Title: Student Accounts Finance Coordinator X 2

School/department: Finance

Hours: Full time hours considered up to a maximum of 36.5 hours per week.

Requests for flexible working options will be considered (subject to business need).

Location: Brighton, United Kingdom

Contract: Fixed term until 30th November 2023

Reference: 20718 & 20719

Salary: starting at £24,144 to £27,396 per annum, pro rata if part time

Placed on: 22 May 2023

Closing date: 5 June 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 is seeking to appoint an experienced Finance Coordinator to join the Student Accounts team within the Financial Operations Department.

The successful applicant will have previous experience of supporting a team within a customer service role, including both email queries and by telephone. The applicant 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 high volume finance processing system.

Please contact Chris Georgiou, Student Accounts Assistant Manager at chris.georgiou@sussex.ac.uk for informal enquiries.

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 <https://www.sussex.ac.uk/finance/>

3. Job Description

Job Description for the post of: Finance Coordinator

Department: Finance

Section/Unit/School: Student Accounts

Location: Sussex House/ Remote

Grade: 4

Responsible to: Student Accounts Manager/ Assistant Manager

Responsible for: NA

Role description:

To serve as a point of contact and link between students, staff members, internal departments, and external contacts. To provide clerical and administrative support ensuring that the processes and services for which they are responsible operate smoothly.

PRINCIPAL ACCOUNTABILITIES

In relation to a range of named services or processes, to:

1. Support the successful delivery of the services or processes of the division/school through the effective co-ordination of activities, events, and meetings.
2. Maintain, publish, and disseminate information and appropriate communications to ensure services and processes are understood, utilised, and applied.
3. To act as the main point of contact for service users in the effective and efficient delivery of services. Assess and triage queries and potential issues, advising on solutions where possible and referring to more senior colleagues where necessary.
4. Provide support for quality assurance and staff and/or student feedback activities including reporting on usage and uptake information.

KEY RESPONSIBILITIES

1. Working as part of a team and within the wider institution, in line with local policy and procedure, assist with the planning, scheduling and delivery of activities, events and meetings including, but not limited to;
 - Helping to ensure that time lines and resources are identified, realistic and achievable
 - Proactively raising issues arising in advance for discussion and resolution

- Co-ordinating the delivery of activities according to the schedule and in liaison with managers responsible for delivery
 - To act as an ambassador for the service, with a focus on customer service and delivery.
2. Communicating effectively with all stakeholders
 - Publicising activities, events and meetings to all relevant staff, students or external parties in an effective way
 - Contributing to the editing of local guidelines ensuring that content relating to own areas of responsibility is clear and understandable to readers, up to date and accessible
 - Maintaining website pages (and other sources of information) to accurately reflect current activity in an engaging way
 3. Providing support, information and guidance to staff and students.
 - To be the first point of contact in answering incoming queries in a helpful and timely way and in line with service level agreements, providing explanations where necessary and knowing when to escalate queries
 - Providing guidance on relevant procedures and processes
 - Ensuring staff and students are aware of procedures and processes
 4. Liaising with colleagues with similar areas of responsibility and being actively involved in team meetings, networks, attending meetings, sharing information and contributing to the development of processes
 5. Creating and maintaining accurate information on activity that has taken place
 - Creating comprehensive records and files for future reference
 - Providing usage and uptake reports as requested
 - Presenting data on attendance and usage to enable analysis and interpretation
 6. This role does not have any budget responsibility.
 7. This role does not have any line management responsibility.
 8. This role does not have any responsibilities for equipment or premises.
 9. Support achievement of the Division's/Unit's/School's compliance with all applicable statutory and regulatory compliance obligations, including (but not limited to): UKVI, Health & Safety, the Prevent Duty, data protection, Competition and Markets Authority requirements and equal opportunities, as appropriate to the grade and role. Additionally, to promote good practice in relation to University policy, procedure and guidance in relation to those compliance matters in respect of students, staff and other relevant parties.

10. Key responsibilities:

- To answer telephone and e-mail queries from students in relation to their student accounts.
- To receive and record student payments.
- To process the refund of fee, rent and sundry overpayments.
- To raise and reconcile invoices.
- To administer payment options both standard and by special arrangement.
- To liaise with students and their sponsors to assist in the resolution of queries.

- To adjust fee invoices and review student accounts for those withdrawing from University mid-year.
- To operate financial clearance procedures in accordance with University policy for students wishing to register.
- To conduct initial discussions with students to determine their ability to pay debts as a basis for any special arrangement.
- To confirm arrangements for the payment of debts in writing.
- To maintain a computer-based diary notes system to record all communications with students.
- To liaise with other internal departments the functions of which are integral to the proper administration of student accounts. e.g., Academic Registry, Computing, Library, Housing.
- To carry out other duties as requested by the Student Accounts Manager or Assistant Manager.
- To carry out any other duties that are within the employee's skills and abilities whenever reasonably instructed.
- To support key staff during peak periods.

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

INDICATIVE PERFORMANCE CRITERIA

PERSON SPECIFICATION

ESSENTIAL CRITERIA

1. Able to operate within a cohesive team, providing effective, timely and frequent communication and interaction to ensure deadlines are achieved.
2. An ability to read, understand, interpret, and disseminate financial information and produce basic statistical reports as directed.
3. Excellent oral and written communication skills with a proven ability to remain calm, confident, and professional, even in a difficult situation.
4. An ability to evaluate situations, to use initiative to resolve or suggest solutions to problems.
5. An ability to prioritise competing demands in a high-volume environment, working with deadlines and targets.
6. Possess good customer service skills and a commitment to the principles of good customer care.
7. Ability to operate with a degree of personal initiative and to work without the need for constant supervision.

8. Knowledge of the Agresso Finance System, or similar multi-user financial computer systems.
9. Knowledge of relevant external regulations e.g., Data Protection Act.
10. Knowledge of Student Finance processes, financial regulations, e.g., Data Protection Act, Student Loan Company regulations and systems.
11. Able to demonstrate a high level of numeracy and literacy gained, either through the attainment of GCSE qualifications, or relevant experience.
12. Approachable, tactful, and able to effectively deal with all levels of enquiries both from within and outside of the team.
13. Pro-active, self-motivated and results orientated self-starter.
14. Organised and capable of meeting agreed priorities efficiently and accurately.
15. Positively responsive to change and supportive of the management of change.
16. A collaborative worker motivated to ensure personal deadlines and targets are achieved.
17. A willingness to work flexibly to meet deadlines.
18. Flexible, reliable, honest, and committed to maintaining confidentiality.
19. Comfortable working with high volumes of work and attendant pressures.
20. Committed to excellent standards of customer care.
21. Experience of delivering a quality service in a customer focused environment.
22. Experience of dealing with customers with differing requirements and issues, with sensitivity, professionalism and respecting confidentiality.
23. Successful experience of working with a large, multi-user finance system and standard pc based software.
24. Successful experience and involvement with operating effective systems and controls.

DESIRABLE CRITERIA

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