1 Advertisement

Post Title: Student Accounts Finance Assistant  
School/department: Finance  
Hours: Full time 36.5 hours. Requests for flexible working options will be considered (subject to business need).  
Contract: Permanent  
Reference: 4481  
Salary: Starting at £19,133 to £21,236 per annum (pro rata if part-time). It is normal to appoint at the first point of the salary scale.  
Closing date: 25 September 2020. Applications must be received by midnight of the closing date.  
Expected start date: ASAP

This vacancy is only open to those currently employed by the University.

The University is seeking to appoint an experienced Finance Assistant 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, both customer facing and on the 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.

The University of Sussex is a dynamic, innovative, top 50 university. With a campus based in the South Downs National Park but just a few minutes from the city of Brighton and Hove, it provides an excellent working environment in a remarkable setting, combined with all that the city has to offer.

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

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.
2. **Senior leadership and management**

The Vice-Chancellor (Professor Adam Tickell) is the senior academic officer and, as Chief Executive, is responsible to the University Council for management of the University. He is supported by an executive group which includes the three Pro-Vice-Chancellors, the Chief Operating Officer, the Director of Finance and the Director of Human Resources. The Heads of the Schools of Studies at Sussex report to the Pro-Vice-Chancellors.

The Chief Operating Officer heads the Professional Services of the University. In addition, under the University Statutes, the Chief Operating Officer is Secretary to the University Council. The Director of Finance reports to the Vice-Chancellor. The Director of ITS reports to the Chief Operating Officer, and the Librarian reports to one of the Pro-Vice-Chancellors.

3. **The Finance Division**

The Finance Division is led by the Director of Finance and comprises some 80 staff who provide high quality finance and procurement functions co-located with other professional services and senior management at Sussex House on the University campus at Falmer.

The Division’s vision is to be recognised by our stakeholders as a reliable high quality provider of financial services enabling the success of the University.

The division provides advice and information on all financial matters to all schools and professional services at the University of Sussex. The University’s annual budget is c£260m so the division plays a key role in managing budgets, forecasting and reporting as well as supporting the development of the University’s existing capital and service portfolio. These portfolios include a complex and challenging range of strategically and financially significant projects to support the delivery of the University’s ambitious strategy, Sussex 2025. This includes state of the art facilities for teaching and research, investment in IT systems to ensure delivery of a world class customer experience for our students and other innovative and sector leading projects.

The division is continually renewing itself and its ambitions to provide consistently high quality services to the University, equipping staff across the University with excellent financial literacy, capability, competence and confidence and supporting the achievement of value for money through improved processes and support, better access to suitable suppliers and improved commercial terms.

The Division has a strong commitment towards staff training and development including professional qualification study enabling all staff to fulfil their potential.
UNIVERSITY OF SUSSEX

Job Description for the post of Student Accounts Finance Assistant

Department: Finance
Section: Financial Operations – Student Accounts
Location: Sussex House
Grade: 3
Responsible to: Student Accounts Manager

Purpose of the post:

To provide an effective, high quality service to students and sponsors.
To maintain financial records and individual accounts of students registered at the University in accordance with internal and external policies and procedures.
To operate the systems that control the invoicing and income collection of tuition fees and other liabilities incurred by students of the University and their sponsors.
To deal with financial queries and problems as well as receiving payments or making sundry transactions in relation to an individual student account.

Key Responsibilities

- To answer telephone, e-mail and counter queries from students in relation to their student accounts
- To receive and record student payments
- To issue bursary, grant and US loan cheques in accordance with procedures
- 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 administer the Student Loan Company payments
- To attend graduation ceremonies on a rotational basis in order to participate in the financial aspects of graduation and manage any student payment related queries that may arise
- 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 Supervisor
This job description sets out the 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.

**Person Specification**

### Skills/Abilities

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

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<th>Desirable</th>
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<tr>
<td>Knowledge of the Agresso Finance System, or similar multi user financial computer systems</td>
<td>X</td>
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<td>Knowledge of the relevant University Financial Regulations</td>
<td>X</td>
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<td>Knowledge of relevant external regulations e.g. Data Protection Act</td>
<td>X</td>
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<tr>
<td>Knowledge of Student Finance processes, financial regulations, e.g. Data Protection Act, Student Loan Company regulations and systems</td>
<td>X</td>
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### Qualifications

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<tr>
<td>Able to demonstrate a high level of numeracy and literacy gained, either through the attainment of GCSE qualifications, or relevant experience</td>
<td>X</td>
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<td>Basic accountancy training and / or qualifications</td>
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### Personal Attributes

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<td>Approachable, tactful, and able to effectively deal with all levels of enquiries both from within and outside of the team with professionalism</td>
<td>X</td>
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<td>Pro-active, self-motivated and results orientated self-starter</td>
<td>X</td>
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<td>Organised and capable of meeting agreed priorities efficiently and accurately</td>
<td>X</td>
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<td>Positively responsive to change and supportive of the management of change</td>
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A collaborative worker motivated to ensure personal deadlines and targets are achieved | X |
A willingness to work flexibly to meet deadlines | X |
Flexible, reliable, honest and committed to maintaining confidentiality | X |
Comfortable working with high volumes of work and attendant pressures. | X |
Committed to excellent standards of customer care | X |

**Experience**

Experience of delivering a quality service in a customer focused environment | X |
Experience of dealing with customers with differing requirements and issues, with sensitivity, professionalism and respecting confidentiality | X |
Successful experience of working with a large, multi user finance system and standard pc based software | X |
Successful experience and involvement with operating effective systems and controls | X |