1 Advertisement

Post Title: Student Accounts Senior Finance Assistant  
School/department: Finance  
Hours: Full time 36.5 hours  
Requests for flexible working options will be considered (subject to business need).  
Contract: Fixed term for two years  
Reference: 5420  
Salary: starting at £21,814 and rising to £25,217 per annum (pro rata). It is normal to appoint at the first point of the salary scale.  
Placed on: 03 February 2021  
Closing date: 17 February 2021. Applications must be received by midnight of the closing date.  
Expected Interview date:  
Expected start date: ASAP

The University is seeking to appoint an experienced Senior Finance Assistant to join the Student Accounts team within the Financial Operations Department.

The successful applicant will have previous supervisory experience and be adept at problem solving. They will also have 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 center 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 Senior Finance Assistant

Department: Finance
Section: Financial Operations – Student Accounts
Location: Sussex House
Grade: 4
Responsible to: Student Accounts Manager

Purpose of the post:
To provide an effective customer service in accordance with service level agreements.
To manage standing data with particular responsibility for the accuracy of student records.
To reconcile fee and rent invoices raised through the interfaces on a daily basis.
To investigate and resolve accounting discrepancies.
To adhere to both internal and external policies and procedures.
To develop Agresso Finance reporting to meet the requirements of the area.
To deputise in the absence of the Manager.

Key Responsibilities:

- To deputise for the Manager in their absence
- To be the first point of contact for queries from Grade 3 members of the team
- To assist in the supervision of Grade 3 team members as required by the Manager
- To assist in the development of system processes, including systems testing, as required by the Manager
- To assist in the development of system based reporting
- To assist in the review, updating and implementation of procedures and procedure notes within the Student Accounts section, in liaison with the Manager
- To resolve queries from students and sponsors through the counter and call centre systems
- 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 maintain a computer based memo system recording relevant correspondence, conversations and meetings/counter visits
- To be responsible for the planning and delivery of scheduled mailings to set deadlines
- To conduct the Financial Clearance of graduands
- To administer and reconcile the Student Loan Company account and associated exception reports to a set timescale
- To be responsible for the administration of the WPM Education payment system, including running reports to identify anomalies and contacting students as necessary
- To conduct bursary and fee waiver administration
- To raising invoices for tuition fees, including the administration of the International Summer School fees, in accordance with the University's financial regulations,
• To record receipt invoices and reconcile them with student fee payments
• To adjust fee invoices and review the accounts of those students withdrawing mid-year
• To adjust fee invoices and review the accounts following a change of fee code
• To administer roll back fee adjustments
• To carry out daily fee/rent reconciliation
• To operate financial clearance procedures in accordance with University policy for students wishing to register
• To conduct initial interviews with students to determine their ability to pay debts as a basis for any special arrangements
• To administer payment options both standard and by special arrangement
• To confirm the arrangements for the payment of debt in writing.
• To receive payments from students
• To administer the refund of overpayments
• To collate and issue cheques in accordance with the relevant regulations e.g. US loan regulations
• To drawdown US federal loan payments in the absence of the Manager, in accordance with the relevant regulations
• To liaise with other internal departments
• To carry out other duties as requested by the Student Accounts Manager
• 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

**Person Specification**

**Skills/Abilities**

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<th>Ability</th>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Able to operate within a cohesive team, providing effective, timely and frequent communication and interaction to help ensure deadlines are achieved</td>
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<td>X</td>
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<td>Able to work collaboratively to assist in the provision of coaching and direction to team members</td>
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<tr>
<td>Strong self-organisational skills, a pro-active approach, with an ability to prioritise and organise competing demands and achieve personal deadlines while maintaining accuracy</td>
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<td>An ability to read, understand, interpret and disseminate financial information and produce basic statistical reports</td>
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<td>Able to apply excellent oral and written communication skills with a proven ability to remain calm, confident and professional, even in a difficult situation</td>
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<td>An ability to evaluate situations and to use initiative appropriately to resolve problems</td>
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<td>Able to work with a degree of personal initiative and to work without the need for constant supervision</td>
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<td>Excellent customer service skills and a commitment to the principle of good customer care</td>
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**Knowledge**

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<tr>
<th>Knowledge</th>
<th>Essential</th>
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<tr>
<td>Demonstrable current knowledge of the Higher Education sector</td>
<td>X</td>
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<tr>
<td>Knowledge of the Agresso Finance System, or similar multi user</td>
<td>X</td>
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### Financial Computer Systems

| Knowledge of the relevant University Financial Regulations | X |
| Knowledge of relevant external regulations e.g. Data Protection Act | X |
| Knowledge of Student Finance processes, financial regulations, e.g. Data Protection Act, student loans, U.S. loans and associated financial systems | X |

### Qualifications

| Able to demonstrate a high level of numeracy and literacy gained, either through the attainment of recognised qualifications, or relevant experience | X |
| Basic accountancy training and / or qualifications | X |

### Personal Attributes

| Approachable, tactful, and able to effectively deal with all level of enquiries both from within and outside of the team with professionalism | X |
| Pro-active, self-motivated and results orientated self-starter | X |
| Organised and capable of meeting agreed priorities efficiently and accurately | X |
| Positively responsive to change and supportive of the management of change | X |
| Flexible, reliable, honest and committed to maintaining confidentiality | X |
| A collaborative worker motivated to ensure deadlines and targets are achieved. | X |
| A willingness to work flexibly to meet deadlines | X |
| Comfortable working with high volumes of work and attendant pressures | X |
| Creative problem solver with enthusiasm for developing new initiatives to achieve service improvements | 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 |
| Experience of working accurately and effectively with a large multi user finance system and standard pc based software | X |
| Experience of being involved in the maintenance of effective systems and controls | X |
| Experience of providing coaching and supervision to others | X |