



1 Advertisement

Post Title: Student Accounts Assistant Manager

School/department: Finance

Hours: Full Time hours considered up to 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 31st July 2024

Reference: 10343

Salary: starting at £31,411 to £35,333 per annum, pro rata if part time

Placed on: 19 December 2022

Closing date: 26 January 2023. Applications must be received by midnight of the closing date.

Expected Interview date: to be confirmed

Expected start date: to be confirmed

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

PRINCIPAL ACCOUNTABILITIES

1. Manage, promote, and maintain high quality, Professional Services, engendering a culture of continuous improvement.
2. Lead the operational outputs of a small team of individuals.
3. Ensure compliance with all relevant legislation and University policies, interpreting the same and advising on their practical application.
4. Work in partnership with other key stakeholders to ensure seamless service
 - Responsibility for the Student Accounts team, providing coaching, development and direction for team members, conduct performance reviews of team members and regular 1 to 1 meetings.
 - Responsible for overseeing the US federal loans scheme which will require a knowledge and understanding of how to draw down funds from the US treasury system and ensure compliance with US Department of Education regulations. Perform funding reconciliations to required timescales and put in place a training package to support the Seniors in assisting with this requirement.
 - Ensure structures are in place for the timely collection of all outstanding student income, including the student loans company payments, overseeing the financial aspects of graduation.

- Working alongside the Student Accounts Seniors to ensure all students are on the correct fee codes and all fees and rents are successfully invoiced through to students and sponsors.

Please contact Ele Wood, Student Accounts Manager at e.l.wood@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: Student Accounts Assistant Manager

Department: Finance

Section/Unit/School: Student Accounts

Location: Sussex House

Grade: 6

Responsible to: Ele Wood, Student Accounts Manager

Responsible for: Senior Student Accounts Finance Assistants

- To organise the induction of new starters, set the induction timetable, arrange overviews and training sessions with team members. To ensure new starters are aware of policies and procedures. To conduct induction reviews and provide feedback to new starters on their progress.
- Responsibility for the Student Accounts team, providing coaching, development and direction for team members, conduct performance reviews of team members and regular 1 to 1 meetings.
- Responsible for ensuring that procedures and practices are in line with current legislation concerning undergraduate tuition fees.
- Liaise with colleagues in other areas providing advice and guidance on financial issues.
- Ensuring all invoicing is completed for students and sponsors for fees.

- Ensure structures are in place for the timely collection of all outstanding student income.
- Ensuring payments have been downloaded from the Student Loan Company portal and reconciled.
- Assist in any problem solving of highly sensitive student issues and complaints with colleagues and external organisations.
- Analyse, resolve and make discretionary financial decisions in respect of complex student cases.
- Maintaining and reconciling individual student and sponsor accounts.
- Tuition fee reconciliations.
- Review and update all student financial documentation in our web pages.
- Overseeing the financial aspects of graduation.
- Liaison with the Student Progress office and Admissions in respect of fee related system problems, fee changes and development of reporting requirements and of the database catalogue.
- Maintenance of payment plan data.
- Responsible for online recurrent card payment procedures.
- Ensure ongoing compliance with banking, university and student award regulations.
- Draw down funds from the US treasury system and ensure compliance with US Department of Education regulations for US Loan student and perform funding reconciliations to required timescales

To carry out any other duties that are within the employee's skills and abilities whenever reasonably instructed.

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 level of responsibility entailed.

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4. Person Specification

INDICATIVE PERFORMANCE CRITERIA

- Leading a team of 5 staff and additional temporary staff over registration.
- The post holder reports to the Student Accounts Manager working under comprehensive direction within a clear framework. The post holder will manage their own work and achieve their agreed objectives. In doing this they ultimately support the achievement of the strategic and operational goals of the University, Professional Services & their division. The post holder may be expected to work collaboratively across the University and with key stakeholders to deliver single team working that efficiently and effectively supports the achievement of those goals and objectives.
- 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.

- Balance effectiveness and cost-efficiency in the management of the budgets you are accountable for, demonstrating compliance with Value for Money and Return on Investment principles to support the University's strategic aim to achieve a world-class standard of teaching and research by managing our resources effectively and efficiently.

PERSON SPECIFICATION

ESSENTIAL CRITERIA

1. Qualifications demonstrating a high level of numeracy and literacy.
2. A practical knowledge and understanding of the Higher Education sector and student support regulations.
3. Effective team leadership and management skills.
4. Excellent oral and written communication skills with the ability to present information in a way that can be understood to the audience.
5. Planning and organisational skills with the ability to delegate to team members where appropriate.
6. Well-developed interpersonal skills with the ability to influence team members, effectively contribute to team working to build and develop working relationships.
7. Analytical skills with the ability to generate effective solutions and make effective decisions.
8. Commitment to customer excellence.
9. Effective IT Skills on MS platforms and the Agresso Finance system.

ESSENTIAL ROLE-SPECIFIC CRITERIA

10. Knowledge of the University's financial regulations.
11. Knowledge of relevant external regulations such as GDPR.
12. Experience of undertaking complex reconciliations and producing management reports.
13. An ability to prioritise competing demands in a high-volume environment for both yourself and the team, working to strict deadlines and targets.
14. An ability to interpret information, work with financial data, read, understand and disseminate complex information and produce statistical reports.

DESIRABLE CRITERIA

1. Knowledge of the Higher Education sector.