

Job Description

Role Title:	Assistant Head of Income & Projects
Dept:	Finance
Reference:	MPF1727
Grade:	7
Full or Part time:	Full
Hours:	1.0 FTE
Reports to:	Head of Income and Treasury Management

Overview

Reporting to the Head of Income and Treasury Management, the Assistant Head of Income manages a student facing team who are responsible for the collection of tuition fees and minimisation of bad debts.

The post holder will represent the Income team on various projects and working groups including registration and graduation ensuring that finance provides a co-ordinated service with askUS colleagues.

We are looking for an organised, committed and enthusiastic individual with experience of managing a team. You will be able to make decisions and work independently. You will be committed to the highest quality of customer service and have excellent communication and IT skills.

Role Purpose

The post holder is responsible for all aspects of managing a team including recruitment, PDR's and performance issues and ensuring that the team's processes for student income collection are efficient, bad debts are minimised and student complaints are kept to a minimum.

The post holder is expected to assist with the implementation of future debtor's and payments system upgrades and/or implementation of a new system.

Principal Duties & Responsibilities

- Be a subject matter expert for Student Income recovery from registration to collection of payments.
- Act as the lead in championing online technology and a move to paperless environment and ensures that the team is adequately trained.
- Manage including performance development reviews, a small team to maximise Student Income & minimise bad debts by efficient chasing & adherence to best recovery practice.
- Maintain and develop the University's systems for collecting payments and recording income.

- Produce regular KPI reports for debt ledgers and team productivity metrics.
- Manage the effective handling of all customer enquiries within the Income section. This includes but is not limited to debt collection, negotiation and operation of payment plans, maintaining student data files for collection management and ensuring that all staff are adequately trained to handle all enquiries.
- Co-ordinate the team's efficient processing of the financial aspects of student registration including setting up payment plans to ensure income is received as effectively and efficiently as possible.
- Co-ordinate and monitor the team to ensure that all student queries are being dealt with in a timely efficient and efficient manner.
- Direct the team to deliver outstanding customer service to Students and Colleagues.
- Ensure that there is excellent communication between finance, ask us and other support teams including representing the team at all relevant operational meetings.
- Supervise the resolution of customer complaints.
- Support the Head of Income and Treasury Management with the testing of system upgrades and process mapping.
- Oversee the provision of information and publications regarding student payment options, including Policy documentation and Terms and Conditions.
- Responsible for the handling of third party suppliers including but not limited to the University Payment Provider and Debt Collection agency.
- Demonstrate a professional approach at all times, drive solutions and comfortable with change management.
- Undertake other such duties as the Executive Director of Finance may determine from time to time;
- Comply with the personal health and safety responsibilities specified in the University Health and Safety policy;
- To engage with the University's commitment to put our students first and deliver services which are customer orientated, represent value for money and contribute to the financial and environmental sustainability of the University when undertaking all duties and aspects of the role.
- Promote equality and diversity for students and staff and sustain an inclusive and supportive study and work environment in accordance with University policy

- This role detail is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.

Generic Duties

- Perform any other duties appropriate to the grade as may be required by the Head of School/Head of Division etc.
- Comply with the personal health and safety responsibilities specified in the University Health and Safety policy.
- To engage with the University's commitment to put our students first and deliver services which are customer orientated, represent value for money and contribute to the financial and environmental sustainability of the University when undertaking all duties and aspects of the role.
- Advance equality, support our work towards eliminating unlawful discrimination, foster an inclusive study and work environment for students, staff and visitors in accordance with our public sector equality duties and university policy.

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Person specification follows on next page

Person Specification

The successful candidate should demonstrate the following, which are 'Essential' (E) or 'Desirable' (D)

Qualifications

1. Be educated to A level standard or equivalent experience (E)

Background and Experience

2. Experience of managing & motivating a team including work planning, training and PDR's (E)
3. Experience of credit control in a large and diverse organisation (E)
4. Proven experience in delivering excellent customer service to both internal and external customers (E)
5. Experience of working in a finance / accounting environment (D)
6. Experience of working in a higher education environment (D)
7. Experience of writing and implementing policies and procedures (E)

Knowledge

8. Student debt processes and policies and the impact on the HE sector (D)
9. Financial accounting systems for debt collection and cash receipting (E)
10. Implementing systems change and process changes (E)
11. Disaster recovery and contingency planning (D)

Skills and Competencies

12. Ability to manage a team's workload and demonstrate excellent time management skills (E)
13. An enthusiastic approach and demonstrable commitment to using technology in a team's day to day work (E)
14. The ability to act proactively, use initiative and make effective decisions (E)
15. The ability to effectively research information and relevant background material to support the Head of Income & Treasury (D)
16. Aptitude for working in a fast-paced and demanding environment (E)
17. Intermediate Excel skills including Vlookups IF statements and pivot tables (D)
18. An excellent level of accuracy and attention to detail, and the ability to work to very tight timeframes (E)
19. Good communication, relationship building and networking skills (E)
20. Trustworthy, reliable, conscientiousness and the ability to maintain confidentiality (E)