

# Job Description

<b>Post:</b>	Senior Academic Fees Assistant
<b>School / Service:</b>	Finance Office
<b>Grade:</b>	Scale 5
<b>Reference:</b>	FIN-063P
<b>Status:</b>	Permanent
<b>Hours:</b>	Full-time (36.25 hours)
<b>Responsible to:</b>	Academic Fees and Invoicing Manager

## Main Function of the Post:

- To be responsible for the effective and efficient invoicing of a range of course fees, monitoring changes to student records, and managing adjustments to students' course fee accounts as required in line with relevant procedures, policies, and regulations.
- Manage the timely reporting and return of Status Reports and Attendance Data to the Student Loans Company, Student Awards Agency Scotland, and Student Universal Support Ireland. Ensuring all data is appropriately checked and compliant with the Student Funding Regulations and managing to resolve any issues arising.
- Manage the timely reporting of student registrations to the Student Loans Company to facilitate the timely payment of student maintenance loans. Ensuring all data is appropriately checked and managing to resolve any issues arising.
- To assess the fee status of applicants referred to the team by the Admissions Service and Student Data Management (SDM). Advising colleagues, students, and employers of assessment outcomes and liaising with the Academic Fees and Invoicing Manager on matters of appeal.
- To liaise with colleagues across the university and at partner institutions to ensure accuracy of student data and speedy resolution of issues arising.
- To provide information, advice, and guidance to university staff, partner colleagues, and students on all aspects of the section's responsibilities.

## Principal Duties and Responsibilities:

- The accurate and timely invoicing of course fees in accordance with agreed procedures, policies, and agreements to facilitate the timely receipt of course fee income.  
  
To ensure the integrity of registration data returned to the SLC, SAAS and SUSI. Maintaining appropriate systems to enable the efficient and accurate processing of data to be returned.
- Liaising with staff in Schools of Study, Off-Campus Division, and Student Support Services to monitor changes to student records and undertake appropriate changes to a student's, employer's, or partner organisation's fee liability.

- Maintain appropriate systems to enable the efficient and accurate processing of data and invoicing of fees. To identify and establish new systems and processes required to ensure continued data integrity and meet the requirements of changing funding regulations.
- Maintain key departmental databases and student records within the central Student Information Records System, ensuring the integrity and validity of the University's student records data.
- To undertake the assessment of student fee statuses to establish student eligibility to pay home or international fees, based on their immigration status. Enabling the university to comply with UKVI requirements and the accurate submission of HESA/HESES funding returns.
- Maintain accurate and secure records, including contracts, financial records, changes of student status, immigration and related personal documents, and assessment outcomes to ensure compliance with regulatory and audit requirements.
- To contribute to the wide range of day-to-day operational activities of the Academic Fees and Invoicing function in accordance with standard operating procedures and with minimal supervision.
- Respond to enquiries from students, staff, and sponsors regarding invoicing, fee liability, funding eligibility, fee status, and outstanding debts. Providing relevant advice and guidance to resolve issues and concerns.
- To interview students when necessary, being sensitive to their needs and respecting confidentiality.
- Maintain a current, up-to-date knowledge of regulations and policies relevant to the work of the section and apply them as appropriate; Education (Fees and Awards) Regulations, University Course Fee Policy, UKVI regulations, Partnership Financial Agreements, ESFA funding regulations, etc.
- To prioritise and plan work to achieve multiple conflicting deadlines within limited time frames whilst maintaining the accuracy and validity of data.
- Maintain confidentiality in all aspects of the university's business to ensure the integrity and credibility of the university is maintained and protected. Maintaining integrity and confidentiality of data in compliance with data protection regulations.
- Utilise available information technology in the execution of the section's work and contribute to the development of new processes required to meet the responsibilities of the section.
- To liaise with and advise other departments/units on issues relating to course fees, student fee liabilities, student funding regulations, fee status assessments, and changes to student records.
- To participate in appropriate staff development activities.
- To participate in the implementation of the university's equal opportunities and diversity policy.
- To undertake such duties as may reasonably be expected within the scope and grading of the post. This may involve providing temporary cover for colleagues working at a higher or lower grade.
- To be professional, cooperative, and flexible in line with the needs of the post, the service, and the university.

- Ensure and maintain integrity and confidentiality of data and associated data protection requirements in line with statutory and corporate requirements
- Ensure a safe working environment and abide by University health and safety policies and practices and to observe the University's Equal Opportunities policy and Dignity at Work policy at all times.
- Awareness of environmental and sustainability issues and a commitment to the University's associated strategy with respect to the performance / delivery of key responsibilities of the role

# Person Specification

<b>Post:</b> Senior Academic Fees Assistant		<b>Reference:</b> FIN-063P	
<b>Department:</b> Finance		<b>Priority</b>	
<b>Criteria</b>		<b>(1/2)</b>	<b>Method of Assessment</b>
<b>1</b>	<b>Qualifications</b>		
1 a)	Honours Degree or relevant equivalent experience	Priority 1	Application Form/ Documentation
1 b)	GCSE A-C in English and Mathematics, or equivalent standard of education	Priority 1	Application Form/ Documentation
<b>2</b>	<b>Skills / Knowledge</b>		
2 a)	Plan and organise activities, deploying resources effectively being skilled at determining priorities and managing multiple deadlines	Priority 1	Application Form/Interview
2 b)	Able to use methodical and systematic approaches to investigate and solve problems and to determine a course of action	Priority 1	Application Form/Interview
2 c)	Highly organised and able to prioritise and manage own workload and the work of team members to achieve deadlines	Priority 2	Application Form/Interview
2 d)	Knowledge and experience of reviewing and interpreting regulations, policies and contracts	Priority 2	Application Form/Interview
2 e)	Ability to research and develop systems to implement agreed policies and keep pace with changing funding requirements	Priority 1	Application Form/Interview
2 f)	Able to present information clearly, accurately and concisely to students and colleagues	Priority 1	Application Form/Interview
2 g)	Able to understand and apply complex regulations and convey complex information to lay audiences	Priority 1	Application Form/Interview
2 h)	Able to work diligently and develop approaches to identifying and confirming the accuracy of data from both internal and external sources	Priority 1	Application Form/Interview
2 i)	Excellent verbal and written communication skills. Able to produce factual written correspondence in response to internal and external enquiries and interact effectively and professionally with staff and stakeholders at all levels	Priority 1	Application Form/Interview
2 j)	Effective administrative skills e.g. organised record keeping, retrieving, analysing and presenting data.	Priority 1	Application Form/Interview
<b>3</b>	<b>Experience</b>		
3 a)	Experience of invoicing processes, audit and data capture	Priority 1	Application Form/Interview
3 b)	Proven track record of maintaining a helpful and cooperative manner when dealing with difficult situations and working under pressure	Priority 1	Application Form/Interview
3 c)	Experience of the requirements associated with operating within an environment where there is a requirement to comply with issues of confidentiality	Priority 1	Application Form/Interview
3 d)	Experience of operating in a context where there is a requirement to demonstrate public accountability	Priority 1	Application Form/Interview

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<b>Department:</b> Finance		<b>Priority (1/2)</b>	<b>Method of Assessment</b>
<b>Criteria</b>			
3 e)	Proven experience and competency in the application of Information Technology including Microsoft Excel & Access and student relational databases	Priority 1	Application Form/Interview
3 f)	Experience of managing large amounts of data across multiple information systems and platforms	Priority 1	Application Form/Interview
3 g)	Experience of accurately interpreting and applying policy and regulations e.g. The Education (Fees and Awards) Regulations, University Course Fees Policy, UKVI regulations, Student Loans Company business rules, etc.	Priority 1	Application Form/Interview
3 h)	Experience and ability to challenge and improve existing procedures	Priority 1	Application Form/Interview
3 i)	Experience of working with a wide range of external stakeholders and developing successful partnerships.	Priority 1	Application Form/Interview
<b>4</b>	<b>Personal Qualities</b>		
4 a)	Awareness of the requirements associated with operating within a customer service environment displaying commitment to service excellence	Priority 1	Interview
4 b)	Able to work effectively as part as a team and independently without close supervision	Priority 1	Interview
4 c)	Able to establish effective working relationships with a range of stakeholders	Priority 1	Interview
4 d)	Sensitive to individual difference and in dealing with colleagues/partners and stakeholders from different cultural backgrounds	Priority 1	Interview
4 e)	Commitment to continuous improvement and creative ways of working	Priority 1	Interview
4 f)	Able and willing to adapt to changing demands, procedures and routines	Priority 1	Interview
<b>5</b>	<b>Other</b>		
5 a)	Adherence to the University's commitment to equal opportunities and a diverse culture	Priority 1	Interview
5 b)	Willing to work flexibly and travel as appropriate in order to meet the needs of the service, being prepared to work outside normal office hours if occasionally required	Priority 1	Interview
5 c)	Willing to undertake staff development opportunities, as appropriate to the role/duties	Priority 1	Interview
5 d)	Awareness and adherence to the principles of the Data Protection Act, Health and Safety, Freedom of Information Act, Prevent and Bribery Act	Priority 1	Interview

**Note:**

1. Priority 1 indicates essential criterion – an applicant would be unsuccessful if unable to satisfy all Priority 1 criterion.
2. Priority 2 indicates desirable criterion - applicants failing to satisfy a number of these are unlikely to be successful.
3. It is the responsibility of the employee to ensure any professional accreditation/membership remains current
4. Employees are expected to have access to suitable IT equipment and broadband internet access at home to work remotely if required