

## **JOB DESCRIPTION**



**Job Title:** Student Fees and Finance Manager (Credit Control and Income)

**Ref no:** FIN515 -R

**Campus:** Hendon

**Grade:** 7

**Salary:** £37,530 - £43,111 per annum inclusive of outer London Weighting

**Period:** Permanent

**Reporting to:** Financial Operations Manager

**Reporting to Job Holder:** TBC

**Overall Purpose:** Manage helpdesk support for staff and students in relation to student finance administration. Develop training materials and deliver training and presentations to staff and students in matters relating to student finance policies and procedures. Make a significant contribution to the University's credit control processes by implementing and maintaining effect query management processes. To ensure high level of customer services in line with the University's student experience values.

Contribute to team activities, KPI's and implement improvement opportunities as identified by the team.

Facilitating a continuous improvement culture and driving process improvement across the Student Fees and Finance team.

### **Principal Duties:**

#### **Credit Control:**

1. To update and manage a framework of standard installment arrangements for students and on an exceptional basis, structured alternative payment arrangements with individual students. As part of this, to establish interviewing processes with the individual students and the credit control team and to ensure that any agreements are communicated to relevant parties, records are maintained and progress monitored.
2. Overall responsibility and accountability for day to day queries relating to Student Finance.
3. Comply with relevant legislation and University regulation and guidance in the handling of student enquiry and information e.g. Equality, Data Protection and Information Handling, Payment Card Industry Standards and Consumer Markets Regulation.

4. Drafting of the Student Debt Management Policy for submission to the Finance Operations Manager for approval.

**Income:**

5. The day to day management of the University's Income Management System (AIM); responsibilities include ensuring the timely and accurate recording of all income received, provide support to the Finance Operations Manager during the month end and year end processes and undertaking bank reconciliations each month end.
6. Manage the University's contracted out cash collection services, ensuring service standards and value for money are maintained.
7. Ensure full compliance with the University's cash handling procedures across areas taking cash, review cash handling procedures, highlighting areas of non-compliance and changes required.
8. Authorise and monitor Nursing Student's travel claims in line with NHS guidelines.
9. Manage the collection of income received by the University's overseas offices ensuring all monies are transferred to the UK on a timely basis and details of associated discounts are recorded in MISIS.
10. Liaise with the University's merchant services provider to ensure card transactions are processed in line with Industry standards and that all funds are added to the appropriate bank accounts on a timely basis; resolve service issues with the University's banks as requested.

**Query Management:**

11. To act as main point of contact both internally for staff and externally for customers for Credit control related matters. Liaising with student finance teams as appropriate.

**Help Desk:**

12. Act as customer relationship manager, to improve the reputation and service provided by the Student Fees and Finance Team.

**MISIS:**

13. Assist with the development of MISIS as it relates to student Finance. Maintain fee assessment rules on a semester basis in MISIS.

**Information Management:**

14. Maintenance of student finance information on the University's internet and intranet web pages, ensuring that accurate information is displayed at all times.
15. To advise and support other internal departments on effective credit control practices in relation to student and other charges, including the implementation of billing procedures in the appropriate ledgers.

**Reconciliations:**

16. Complete daily reconciliations of debit and credit card transactions between the Income Management System (AIM), online store, PDQ terminals, PAFIS and merchant services provider systems.
17. Manage monthly University bank reconciliations (Lloyds Income a/c and Endowment a/c) ensuring all income has been processed and allocated correctly and in a timely manner.
18. Manage monthly control account reconciliations and analysis, identifying any required adjustments and making the necessary corrections. Perform monthly Tuition Fee reconciliations for Management Accounts Team.

19. Perform and support month end and year end procedures across the Student Fees and Finance area as required.
20. Liase with Management Accounts and Corporate Engagement teams, ensuring funds and interest have been allocated to the correct endowment projects, and the monthly endowment schedule and journals are prepared correctly and in a timely manner.

**Staff Training:**

21. Develop training materials and deliver training to staff in relation to the MISIS student AR, AIM and Oracle financials AR systems. Co-ordinate staff development for Student Fees and Finance staff, in line with agreed departmental and University policies and procedures.
22. Assist the Staff Development Unit in training sessions advising non-financial staff in University financial regulations and procedures.

**Staff Management and Development:**

23. To manage and develop all staff within area of responsibility, in line with agreed departmental and University policies and procedures. As part of this to provide support through regular 1:1s, undertake an annual appraisal review, and identify and address own and team members development needs.

**Data Validation:**

24. Responsibility for the maintenance and monitoring of data validation procedures within the Student Fees and Finance area, reporting any areas of non-compliance to the Finance Operations Manager.
25. To maintain controls by means of regular control account reconciliations.

**Enrolment:**

26. To participate actively in the smooth execution of the student enrolment processes particularly as they relate to overall debt management procedures.

**Project Work and Liaison:**

27. To support the Finance Operations Manager with MISIS (student system) and Oracle AR system developments and implementation activities, particularly with regard to credit control and student finance matters.
28. To attend meetings and committees as appropriate to discuss and present on credit control activities.
29. Any other duties as determined by the Finance Operations Manager commensurate with the grade. To assist where necessary with any task within the Student Fees and Finance Team that may be required as part of the University's student experience commitment.
30. To provide cover for the Credit Control Administrator (Income).
31. To actively participate in University wide working groups within the area of student administration.
32. Responsible for identification, documentation and management/elimination of risks inherent in processes in the Student Fees and Finance Team.

**Hours:** 35.5 hours per week 52 weeks of the year, actual daily hours by arrangement

**Annual Leave:** 30 days per annum plus eight Bank Holidays and seven University days taken at Christmas (pro rata for part-time staff) which may need to be taken as time off in lieu.

**Flexibility:** Please note that given the need for flexibility in order to meet the changing requirements of the University, the duties and location of this post and the role of the post-holder may be changed after consultation. The balance of duties may vary over time and will be reviewed as part of the appraisal process.

### **PERSON SPECIFICATION**

- Education:** Accounting qualification or training towards one.  
HND or degree or equivalent experience.
- Experience:** Experience working in accounts receivable.  
Experienced in performing control account reconciliations.  
Experience in delivery of staff training and development of training materials.  
Experience in customer services and or credit control environments
- Skills:** Advanced IT skills, including report writing and database skills.  
Good inter-personal skills, in both oral and written communications.  
Organised and logical approach to working under pressure.  
Knowledge of finances within the HE sector.
- Interpersonal Skills:** A self-starter, able to demonstrate good communication and liaison skills. Must have a hands-on, pragmatic approach and be willing to help where necessary.
- Motivation/  
Career Aims:**

**No Parking at Hendon campus:** There are no parking facilities for staff joining our Hendon campus, except for Blue Badge holders. Please ensure you can commute without a car.

Information on public transport to Hendon can be found here:

<http://www.mdx.ac.uk/aboutus/Location/hendon/directions/index.aspx>

We offer an interest-free season ticket loan, interest-free motorbike loan, Cycle to Work scheme and bicycle and motorbike parking and changing facilities.

Closing date for applications: see job advertisement

### **What Happens Next ?**

**If you wish to apply for this post please return to the portal and click on Apply Online.**

If you wish to discuss the job in further detail please contact For further information, please contact Jigna Shah, Finance Operations Manager: 0208 411 2799/ [J.X.Shah@mdx.ac.uk](mailto:J.X.Shah@mdx.ac.uk)