

Candidate Information

Position: Residential Fees Assistant
School/Department: Accommodation
Reference: 21/108790
Closing Date: Monday 17 May 2021
Salary: £18,342 - £21,236 per annum
Anticipated Interview Date: Thursday 27 May 2021

JOB PURPOSE:

To work as part of the Queen's Accommodation Finance team with responsibility for collecting, and recording staff residential fees and assist in the collection of student residential fees providing comprehensive and professional support within the Unit for all residential fees queries.

MAJOR DUTIES:

1. Responsible for collection of staff Accommodation residential fees and the administration of staff accommodation accounts, including issuing invoices, reminders for payments and set-up standing orders and salary deductions.
2. Provide assistance to Residential Fees Officer in collection of student fees including; answering student/parental queries within 24 hours, meeting with students regarding debt and establishing payment plans.
3. Provision of advice to staff and students on the most appropriate method of payment for their individual circumstances, including direct debit, salary deduction and instalment plans.
4. Providing a point of contact for financial queries from students and their families and ensuring that all transactions are properly accounted for and that all receipts are issued in a prompt and timely manner.
5. Reconcile bank statements and internal records against QFIS reports on a monthly basis, query any anomalies and raise transfer journals where appropriate.
6. Maintain all financial information and documentation for staff residential fees collection ensuring that all financial transactions are accurately recorded on Kinetics (Kx).
7. Assisting with the preparation of ad-hoc confidential financial performance and bad debtor reports as required.
8. Production of regular status reports in relation to staff residential fee income and outstanding payments for Management information, monitoring the performance of residential fees collection against agreed forecasts.
9. Prepare reconciliation paperwork for lodgements; carry out cash lifts and preparation of lodgements in line with the procedures set out in the Cash Handling Policy.
10. Assist when required with the operation of the Planon Maintenance System help desk, on an ad-hoc basis; this may include logging maintenance queries, liaising with contractors/students and preparation of relevant reports.
11. Such other relevant duties as required through the operation of Queen's Accommodation.
12. Contribute to the University's Carbon Management Plan and Carbon Reduction Policy and encourage all team members to recycle appropriate items and reduce energy consumption, in line with objectives set by Queen's Accommodation. Play an active part in team goals in relation to carbon reduction and bring new ideas and initiatives to the Queen's Accommodation Green Impact team, through engaging with those staff members who are members of the committee.
13. Adhere to the QUB Data Protection Policy.

Planning and Organising:

1. Prioritise, plan and organise own workload within service guidelines to ensure operational efficiency.
2. Plan and organise financial reporting as required/agreed and directed by line Manager. Provide financial information in line with required deadlines to Senior Finance Officer.

Resource Management Responsibilities:

1. Monitor and replenish levels of stationery/office stock specific to position following set ordering procedures.

2. Implement any IT changes or updates using Kinetics (Kx).

Internal and External Relationships:

1. Liaise and where appropriate negotiate with a range of internal and external personnel including line Manager, work colleagues, University staff, banks, students and their parents.
2. Attend internal and external meetings as requested by Manager to support standard work activities or represent the unit at the appropriate level.

ESSENTIAL CRITERIA:

1. A minimum of 5 GCSE's at Grade C or above (or equivalent) including English Language and Mathematics or NVQ Level 2 Administration.
2. Minimum 2 years' relevant clerical experience to include:
 - Use of databases and spreadsheets
 - Competent in the use of Microsoft Office and Windows applications eg. Word, Excel, Outlook, Microsoft Teams, Office 365, One Drive
 - Use of other Information Systems and computer packages such as computerised accounts packages.
3. Dealing with customer queries.
4. Good numeracy skills, coupled with accuracy and attention to detail are vital.
5. Ability to manage confidential information appropriately.
6. Ability to make judgements based on initiative, knowledge, experience and awareness of procedures and to resolve problems independently.
7. Excellent communication and interpersonal skills and ability to work under pressure.
8. Ability to deal efficiently with enquiries by telephone, email and in person.
9. Ability to work without constant guidance, and in an organised methodical manner.

DESIRABLE CRITERIA:

1. Experience of Kinetics database.
2. Credit Control Experience.