

Candidate Information

Position: Online Store and Income Supervisor
School/Department: Finance
Reference: 22/110458
Closing Date: Monday 30 January 2023
Salary: £29,619 - £34,308 per annum.
Anticipated Interview Date: Monday 20 February 2023

JOB PURPOSE:

The postholder will be responsible for overseeing and delivering a professional service in relation to key elements of income generated by all Faculties and Schools, engaging with staff, students and external customers, including the management of the University Online (e-commerce) Store, the collection and reconciliation of e-commerce and tuition fee income, the management of the refund process for all tuition fee and general income, and for delivering a programme of continuous improvement activities within the Student Finance team.

MAJOR DUTIES:

1. Oversee the management of an Online (e-commerce) store for the collection of non-tuition fee income for a wide range of products, services and events sold by the University's Schools and Professional Services (PS) Directorates. Act as contract manager to a third-party Online Store provider.
2. Responsible for the operational management of the Online Store, ensuring all accounting, legal and regulatory requirements for online / distance selling obligations are complied with, as well as VAT, GDPR, and that appropriate terms and conditions are in place.
3. Development and dissemination of standard operating procedures for the Online Store, both within Finance and for all end users of the system in Schools and Directorates. Co-ordinate a User Forum and provide an operational support / service desk function. Provide an excellent end user and customer experience including comprehensive training to all stakeholders.
4. Support Schools and PS Directorates to set up their storefronts within the Online Store, ensuring that storefronts are engaging for customers, and support campaigns and e-merchandising to drive e-commerce business performance. Ensure product catalogues with appropriate pricing and inventory management functionality are in place.
5. Responsible for providing comprehensive management information and analysis, with insights and recommendations to stakeholders.
6. Responsible for the reconciliation of income received through the Online Store and ensuring that the transfer of electronic data into the Queen's Financial Information System (Qfis) (Unit 4), is appropriately validated and that the systems are integrated and reconciled.
7. Assist in the implementation and maintenance of the University's Tuition Fee Payment Acceptance Platform to ensure improvement in the processes, security and customer experience associated with receiving tuition fee payments.
8. Responsible for the reconciliation of income received through the University's Payment Acceptance Platform, ensuring that the transfer of electronic data into the Queen's Student Information System (Qsis) (Peoplesoft) and into the Queen's Financial Information System (Qfis) (Unit 4), is appropriately validated and that the systems are reconciled and integrated.
9. Responsible for the management of refund processes for tuition fee income and income received through the Online Store, ensuring robust controls are in place and adhered to.
10. Responsible for ensuring that all Qsis/Qfis general ledger control accounts are reconciled on a monthly basis in accordance with internal and external audit requirements.
11. Continually review the processes in the Student Finance Office, suggesting improvements, and drive forward development of systems and processes to provide improved quality to all stakeholders and to ensure a positive impact on the student and staff experience.
12. Responsible for maintenance of accurate and timely information on the Student Finance web pages.

13. Responsible for the annual update of Competition and Markets Authority (CMA) information to Qsis and the University's Content Management System.
14. Provide other duties in support of the overall aims and objectives of the Finance Department and the University as required.

ESSENTIAL CRITERIA:

1. * Qualified accounting technician (IATI or equivalent) or minimum BTEC / HNC level qualification in Accounting / Finance OR minimum BTEC / HNC level qualification in Accounting / Finance.
2. * Applicants with a lower relevant qualification with at least 5 years experience of managing income or transaction processing in a substantial Finance function, within a large organisation, will also be considered.
3. * Experience of E-Commerce systems and use of content management systems.
4. * Relevant financial experience including business process improvement in a finance environment
5. * Experience in using complex integrated financial management information systems and reconciliation of control accounts.
6. * Experience in data collation, analysis and the preparation of reports.
7. Knowledge and experience of IT packages, including complex spreadsheet design and usage.
8. Good interpersonal skills, with the ability to conduct effective internal and external relations and to deal appropriately with confidential and sensitive issues.
9. Personal resilience and ability to manage competing priorities within demanding timeframes.
10. Ability to work accurately, independently with a high level of self-motivation, whilst also working and supporting a wider team

DESIRABLE CRITERIA:

1. Experience of using Oracle's PeopleSoft Campus Solutions.
2. Experience of using Unit 4 ERP solution.