



Candidate Information

Position:	Finance Assistant
School/Department:	Finance
Reference:	24/111843
Closing Date:	Monday 13 May 2024
Salary:	£26,973 - £29,334 per annum
Anticipated Interview Date:	Monday 20 & Tuesday 21 May 2024
Duration:	Permanent - Full time

JOB PURPOSE:

To work as part of a team in a professional, modern and forward-facing Finance Department, the postholder will work within the Student Finance Office, ensuring that tuition fees are collected and accounted for, in line with the University's objectives and the Student Finance Framework.

MAJOR DUTIES:

1. Assist in the administration of student tuition fee processes; including self-financing and sponsored students, maintenance within the Flywire Payment Portal, and from billing through to ensuring suspensions are applied where fees remain outstanding beyond payment terms.
2. To actively chase student debt by liaising with students and advising them of the University payment terms for tuition fees as per the Student Finance Framework.
3. To aim for prompt and efficient query resolution in relation to student debtor accounts, liaising with other internal departments as necessary to correct any erroneous entries and ensure that the accounts are updated accordingly.
4. To assist with the daily operation of the finance stages of enrolment and registration, liaising with other relevant staff from other business areas and ensuring student helpers are sufficiently trained and supervised.
5. Dealing proactively with fee queries from all University stakeholders, with a high level of customer service, communicating the University's preferred method of payment and its terms and conditions to different categories of students.
6. Assist the Credit Control Section with tuition fee queries to help ensure that tuition fee debt is minimised.
7. Assisting in resolving queries from monthly validation processes to include analysis and evaluation of the student finance validation reports.
8. Undertake general administrative functions, e.g. general maintenance of records pertinent to the tasks outlined. Accurately record transactions on a daily basis, to ensure efficient follow up of accounts and communications with all customers.
9. Carry out other duties, (appropriate to the post) as reasonably requested by your Line Manager.

ESSENTIAL CRITERIA:

1. A minimum of 5 GCSEs at Grade C or above (or equivalent) to include English Language and Mathematics or NVQ Level 2 Accounting or equivalent finance-related subject.
2. Relevant work experience to include a minimum of 18 months relevant finance work experience to include at least two of the following:
 - Experience of working within a high-volume transaction environment.
 - Receipting bank transactions.
 - Credit Control.
 - Experience using complex financial systems.
3. Basic understanding of accounting processes and procedures.
4. Excel experience including design, manipulation, the use of formulae & pivot tables.
5. Experience and up to date knowledge of a wide range of IT systems, including MS Word and Outlook
6. Ability to provide an effective level of customer service to required high standard.
7. Evidence of good communication skills (oral and written).

8. Ability to work on own initiative and as part of a team.
9. Ability to work in a pressurised environment to plan and organise workload to meet standards and deadlines.
10. Enthusiastic, flexible and willing to adapt to new tasks and duties.
11. Ability to work with discretion and confidentiality, ensuring data is managed in accordance with data protection legislation.
12. To work irregular hours to meet deadlines on occasion.

DESIRABLE CRITERIA:

1. A Levels / BTEC Level 3 In Business / Finance or related discipline.
2. Experience of working within Higher Education.
3. Experience of using PeopleSoft.

ADDITIONAL INFORMATION:

Informal enquiries can be directed to Julian Rigby - j.rigby@qub.ac.uk