

Accounts Receivable (Customer Accounts) Assistant - Financial Services – Grade E

Job Description

Purpose

To provide administrative support to the Accounts Receivable (Customer Accounts) Manager and nominated deputy by ensuring that key financial processes operate efficiently and that financial controls are maintained. The scope of the role covers the whole university including subsidiaries and associated organisations.

Duties

1. To work as part of the Accounts Receivable (Customer Accounts) team to contribute to the delivery of a high quality, customer focused, invoicing and collection service for the University Group.
2. Process prime financial documents such as invoices, credit notes and refunds in accordance with Financial Regulations and agreed documented procedures
3. To assist in the implementation of the University's Debt Recovery and Write off procedures.
4. Maintenance of financial records and files using the computerised sales ledger, spreadsheets and manual systems as appropriate.
5. Dealing with the University's students, customers and staff by telephone and in person, to include providing advice and support to students experiencing difficulties paying fees and associated charges to the University.
6. Liaise with other sections of the University and external agencies such as the Student Loans Company, Student Finance England and appointed Debt Collection Agents on behalf of the service.
7. Provide administrative support to key financial processes.
8. Operate within Financial Regulations, using agreed procedures and ensuring compliance within your sphere of responsibility.
9. Liaise with and provide general advice to staff, students, suppliers and customers by email, online, on the telephone or in person.
10. Undertake day to day administrative duties, such as the operation of standard office equipment, handling and sorting incoming and outgoing post.
11. To assist with training and support of the Accounts Receivable (Customer Accounts) Administrative Assistant, acting as a point of contact for queries and checking work.
12. Any other duties as required by the Accounts Receivable (Customer Accounts) Manager, nominated deputy or duties which are commensurate with the grade.
13. With regards to the nature of your role and its impact upon our students, make an active contribution to and support the improvement of the student experience.

Person Specification

Knowledge, Skills, and Behaviours (Essential)

- Extensive experience in customer-facing roles within financially oriented, customer-focused environments (Application/Interview).
- Significant experience of working in a credit control, sales ledger or debt recovery team or activities (Application/Interview).
- Five GCSEs or equivalent at grade C or above, including English and Maths (Application).
- AAT Level 2 qualified or technical qualification in a Finance or Business Administrative related field (Application).
- Demonstrate flexibility and cooperation as a team member, actively supporting colleagues to achieve shared goals, with a strong commitment to delivering exceptional customer service (Application/Interview).
- Plan and prioritise own workload effectively to achieve deadlines and multitask when required (Application/Interview).
- Able to communicate effectively with staff, students and external agencies, in person, in writing and on the telephone (Application/Interview).
- Confidently and tactfully ensures compliance with financial regulations, underpinned by a thorough understanding of associated policies and procedures (Application/Interview).
- Ability to investigate and establish essential facts within own area of work, utilizing initiative and judgment to address queries and make routine decisions effectively together with knowing when to escalate issues to a Team Leader/Manager (Application/Interview).
- Proficient in use of Microsoft Office applications (Outlook, Word, Excel) (Application/Interview).
- An understanding of and demonstrable commitment to the University's Values of Achieving Together, Supporting all, Creating Opportunity and Being Proud, as a framework for decisions, actions and behaviours (Application/Interview).

Knowledge, Skills, and Behaviours (Desirable)

- Use of Unit 4 Business World financial software (Application/Interview).
- Educational experience (especially HE) (Application/Interview).
- Customer Service training /qualification (Application).