Accounts Assistant
Finance

Closing date: 11 April 2018
Interview date: To be confirmed
Vacancy reference: 6549
INTRODUCTION

An opportunity has become available for an Accounts Assistant to join the Finance Services section of the University’s Finance Department. This section is responsible for invoicing customers and students, receiving money to settle amounts owed and operating debt recovery procedures.

The role will bring you into contact with a variety of Students, Academic and Professional Support Departments.
Main purpose of the role

The purpose of the role is to join the team that is involved in invoicing, treasury and debt recovery activities.

Key responsibilities

(Role holders will be required to undertake some or all of the duties below)

- Handling and resolving debt recovery queries, received via email, telephone, letter or counter operations.
- Receipting funds from customers and students including credit/debit card processing, cash counting, cheque receipting and associated data entry.
- Producing Invoices / Credit Notes for internal and external customers / statements for tuition, accommodation and similar charges.
- Liaising with other University departments including Academic Registry, Student Services, Accommodation and Admissions.
- Dealing with other University departments, staff, students, external customers and debt collection agencies.
- Issuing, reimbursing and monitoring the use of petty cash and cash floats.
- Providing a front line customer service enquiry provision.
- Dealing with all aspects of debt recovery for students and customers.
- Providing advice to University staff on debt recovery

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake other duties within the scope and grading of this post.
## PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Five GSCEs or equivalent including English Language and Mathematics</td>
<td>Essential</td>
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<tr>
<td>AAT or other recognised accounting qualification</td>
<td>Desirable</td>
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### Knowledge

<table>
<thead>
<tr>
<th>Knowledge</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Debt Recovery Procedures</td>
<td>Essential</td>
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<tr>
<td>Banking procedures</td>
<td>Essential</td>
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### Skills, abilities and competencies

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<thead>
<tr>
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<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Ability to use computerised debt recovery systems</td>
<td>Essential</td>
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<td>Ability to use own initiative and exercise judgement</td>
<td>Essential</td>
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<td>Ability to use Microsoft Office software effectively (Excel/Word/email etc)</td>
<td>Essential</td>
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<td>Ability to work under pressure and to deadlines</td>
<td>Essential</td>
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<td>Attention to detail and ability to input data accurately</td>
<td>Essential</td>
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<td>Ability to use Agresso</td>
<td>Desirable</td>
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<td>Ability to use SITS / SAM</td>
<td>Desirable</td>
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### Experience

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<th>Essential / Desirable</th>
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<tr>
<td>Experience of dealing with customers</td>
<td>Essential</td>
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<tr>
<td>Experience of telephone debt collection procedures</td>
<td>Essential</td>
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<tr>
<td>Experience of working in an office where high volumes of data need to be processed accurately</td>
<td>Essential</td>
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<tr>
<td>H E Sector experience</td>
<td>Desirable</td>
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### Personal attributes

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<th>Essential / Desirable</th>
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<tr>
<td>Able to work as part of a team</td>
<td>Essential</td>
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<tr>
<td>Effective written and oral communication skills</td>
<td>Essential</td>
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<tr>
<td>Customer oriented approach</td>
<td>Essential</td>
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THE DEPARTMENT

The Finance Department is a key part of the administrative structure of the University. It comprises over 60 members of staff located around the campus.

The Department is responsible for providing decision support and advice for management and budget holders both at a corporate level and also for academic faculties, departments and professional support services. Financial processes are carried out across most of the University’s departments. It provides expertise and oversight for practitioners and processes.

The Finance Services section (Cash & Fees office) consists of 9 staff and sits within the newly formed Finance Shared Services team which processes all financial transactions on behalf of the University, including Payroll, Tuition fees, Debt Collection, Banking, Supplier Invoices, Staff & Student Expenses.
THE UNIVERSITY

Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2018 it is the home of more than 17,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world’s leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and are ranked 16th in the Times & Sunday Times league table (2017). The University of York has won six Times Higher Education (THE) Awards and five Queen’s Anniversary Prizes.

The University is proud of its association with Athena SWAN, holding 12 awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th for the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. York enjoys a safe, friendly atmosphere with facilities including bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal since 2000. We have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning spaces, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we’ve worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing staff moving to York with as much support as possible through our Relocation Package and Welcome Officers.

The University is committed to promoting a diverse and inclusive community - a place where we can all be ourselves and succeed on merit. We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff engagement forums, campus facilities and services to support staff from different backgrounds.

For further information please visit our employee benefit pages.
The City of York

Internationally acclaimed for its rich heritage and historic architecture, York's bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford's Tower and the Shambles - just a few of the many attractions.

But York isn't just a great place to visit - it's also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit [www.visityork.org](http://www.visityork.org) for more information on the city of York

Shopping, culture and entertainment

York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

Housing and schools

Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

Great location

York is one of Britain's best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King's Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

Yorkshire

The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online

- Go to https://jobs.york.ac.uk
- Find this job using reference 6549
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 11 April 2018.

What will I need?

We will ask you for details of:

- your employment history
- relevant qualifications
- two referees

You need to be ready to show us how you meet the requirements of the job, either in a written statement and/or by answering questions.

Help and assistance

Direct any informal queries to Janet Boddy via email to janet.boddy@york.ac.uk

If you have any questions about your application, contact the HR Services team:

recruitment@york.ac.uk
+44 (0)1904 324835