Senior Income and Fees Officer

Department: Finance
Hours of work: Full time | 37 hours per week
Contract type: Open
Salary: Grade 5, £27,131 - £33,314 per year
Main purpose of the role

To undertake a range of specialised, administrative activities that contribute to the effective and efficient operation of the income and fees office within the finance department and ensure the accurate generation and collection of student/sponsor fees and commercial/research income for the University:

- Take a lead role in proactively managing student, sponsor and commercial/research debt within a customer focussed environment, to ensure the effective and prompt collection of amounts due including resolving queries, liaising with external organisations negotiating payment plans and using external debt collection services where required.
- Work with the Finance manager to develop strategies and procedures to maximise the collection of relevant fees, charges and commercial sums owed.
- Review income and fee activities for potential fraud and money laundering and undertake relevant investigations with supporting records and follow up with relevant agencies.
- To support the Finance Manager in managing the systems and processes relating to student fee generation including managing and maintaining the annual Fee Table, running fee generation and allocation routines and fee revisions.
- To update information received from the Student Loans’ Company (SLC), to deal with errors/omissions and to return corrected data on student enrolments back to the SLC.

Key responsibilities

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

1. Role Specific Responsibilities

- Day to day management of student, sponsor and commercial / research income and debt to ensure prompt collection of monies due and appropriate follow up in line with policies and procedures.
- Create, manage and maintain the annual fee tables and the finance database on the Strategic Information Technology Services (SITS) and the Student Accounting Module (SAM) information systems pertaining to academic course pricing and service-related data within the University’s central information and records systems. Review income and fee activities for potential fraud and money laundering and undertake relevant investigations with supporting records and follow up with relevant agencies.
- Assist in the development of service-related strategies and improvements, systems and procedures and informational materials on tuition fees and income, in consultation with colleagues.
- To process files from the SLC, to confirm student status and enable the checking of mismatched information and prevention of non-payment of fees/non-release of student loan payments and reconcile weekly SLC remittance files against SLC account
- To allocate payment to invoices and to gather information from University departments with regard to Studentships and funding awards.
- To update Student / Sponsors (SSP’s) with assessment/reassessments.
- To provide information and guidance on: internal standards and policies; relevant external procedures, regulations and legislation within the specialised service provided (i.e. leave of absence, withdrawal, money laundering, fraud, refund policy etc.)
Act as a point of reference and provide information, advice, guidance and support to students, prospective students and staff on tuition fees with a focus on customer service.

To provide cover for the Finance Manager for the combined cash and fees office, and any other members of the team as required.

Liaise with relevant departments to develop reliable and informative data and statistics to provide to both internal and external organisations.

To liaise with other University departments, Local Education Authorities, the Student Loans’ Company and other outside organisations.

Perform any other related duties commensurate with the grade as required by management.

2. University of York Responsibilities for Grade 5

Service and Operational Delivery

- Undertake day to day decision making for operational aspects of service or delivery, within a designated area of responsibility.
- Deliver services to standards set by others, using initiative and independent action to meet service needs.
- Manage the resolution of escalated issues or queries where the answer requires consideration and application of judgement.
- Where appropriate, solicit customer views on the nature and quality of the service provided.
- Make effective use of digital solutions to carry out operational activity and implement efficiency improvements.
- Act as a supportive and encouraging member of a team. For roles at this level with supervisory responsibilities, demonstrate compassion and give advice on commonly occurring wellbeing issues.

Continuous Improvement

- Monitor and review service or operational delivery in conjunction with line manager, recommending / implementing improvements to process, service or governance.
- Contribute to and/or initiate the development and improvement of methods of service delivery.
- Research, analyse and interpret data/findings, using standard methodologies to identify opportunities for improvement. Where appropriate, independently identify and source additional information for consideration.
- Proactively identify opportunities for building new personal knowledge and skills for self and others.

Specialist Contribution

- Provide detailed advice to internal and external stakeholders on service-specific policies, procedures and regulations.
- Carry out investigations, searches and research information and data to identify trends and patterns.
- Analyse data and statistics and provide reports for higher level decision makers.
- Provide expertise to support compliance with legislation and statutory duties.

Collaboration and Communication

- Establish, maintain and develop productive and ongoing relationships with colleagues across the University, to support service delivery and issue resolution.
● Contribute to business meetings, working groups and committees to enable efficient service delivery and manage stakeholder expectations.
● Engage with external peers and specialists to exchange knowledge and information.
● Use a range of digital media and tools to communicate with a diverse range of key stakeholders.
● Collaborate with team members to identify and implement service improvements or alterations.

Governance and Oversight
● Implement and monitor recognised procedures to ensure compliance.
● Provide training to team members on procedure e.g. data handling and recording.
● Ensure accuracy by implementing recognised and routine checks, assessment criteria and techniques.

Planning and Organisation
● Plan and organise own workload (and, where applicable, the workload of team members) to manage short term fluctuations and changing priorities.
● Contribute to longer term plans/programmes of work.
● Plan and organise small scale projects.

Condition of Employment
This role is exempt from the Rehabilitation of Offenders Act. Consequently, all applicants will be asked to declare both unspent and spent convictions on their application form.
Appointment of the successful candidate will be conditional on a Disclosure and Barring Service check.
## Person specification

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<th>Role Specific</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Knowledge</td>
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<tr>
<td>Knowledge and understanding of debt collection principles, practices and regulations</td>
<td>Essential</td>
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<tr>
<td>Knowledge of student systems / financial systems e.g. SITS, Agresso or similar</td>
<td>Essential</td>
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<tr>
<td>Knowledge of the HE Sector</td>
<td>Desirable</td>
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<tr>
<td>Experience</td>
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<tr>
<td>Debt Recovery procedures and regulations, oral and written</td>
<td>Essential</td>
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<tr>
<td>Industry Regulations, i.e. Banking Procedures, Money Laundering, Data Protection</td>
<td>Desirable</td>
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<tr>
<td>Customer service provision and office procedures within a large, complex organisation</td>
<td>Desirable</td>
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<tr>
<td>Working to a high level of accuracy and detail</td>
<td>Essential</td>
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### University of York Person Specification for Grade 5

**Qualifications:**

Level 3 qualification. (Qualifications at this level include A levels. Please view the full list). We also welcome applicants with equivalent non-uk qualifications or equivalent professional experience.

**Skills - demonstrates the ability to:**

- Manage small-scale projects | Essential
- Gather, analyse, interpret and report data/information | Essential
- Use digital technologies including Google applications and/or Microsoft Office | Essential
- Communicate effectively in verbal and written formats, including the use of a variety of digital tools | Essential

**Behaviours:**

- Works collaboratively with others | Essential
- Delivers a quality service | Essential
- Develops self and others | Essential
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<th>Actively champions respect, inclusivity, equality and diversity</th>
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<td>Identifies and implements continuous improvement</td>
<td>Essential</td>
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