

JOB DESCRIPTION

Job Title:	Finance Officer	Grade:	SG6
Department:	Directorate of Finance	Date of Job Evaluation:	April 2024
Role reports to:	Senior Finance Manager – Central Income & Accounts Receivable		
Direct Reports			
This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.			

PURPOSE OF ROLE:

A key objective of the University is the maximisation of tuition fee income collection and the availability of funding from various third-party providers for student support.

The post holder will have a key role in the objective of maximising tuition fee income from the various UK Governments and other funding bodies. The post holder will be responsible for administering the delivery of the United States, Federal Student Aid programme and the US private loan providers. The Central Income and Accounts Receivable Team are also responsible for the administration and credit control of a variety of commercial income streams and as such, the post holder will contribute to this work from time to time.

KEY ACCOUNTABILITIES:

Team Specific:

- In support of the Senior Finance Manager, assist in ensuring University compliance with SLC/SFE regulations as it pertains to tuition fee collection, the data & information interface, SiS, and ensuring that all amounts due from the SLC are remitted in a timely manner.
- Independently keep up to date and maintain knowledge of the Student Support Regulations to ensure the accurate interpretation and provision of complex information to the SLC in relation to individual student circumstances through the submission of Changes of Circumstances (CoC's) in SiS. As well as frequently provide advice to SAS Student Finance colleagues and the SLC & devolved gov't providers of the same via phone and email.
- Assist in the daily procedure pertaining to the assessment of eligibility and submission of Registration Confirmations through SiS for the release of student maintenance loan payments, including the submission of CoC's for the identified inaccuracies arising from it.

- Responsibility for the administration of students funded by SAAS, the Channel Islands & Isle of Man. Including managing the student banner record, banner contracts, invoicing, and reconciliation.
- In conjunction with the Senior Finance Manager, liaise with & be a point of contact for students and all stakeholders both internally and externally to disseminate information relating to changes in funding provisions from the various sources administered. Occasionally, in the absence of the Senior Finance Manager, attend meetings to provide an interpretation of complex regulations ensuring the accurate dissemination of vital information.
- Day to day independent responsibility for the administration and delivery of the US Federal Student and private loan programmes. This includes meeting our requirement to adhere to the regulations set for Foreign Schools, taking independent decisions to enable the assessment of eligibility, receipt of substantial loans in US dollars and in collaboration with the receipts Finance Officer, administer the payment of loans to individual student recipients allocating to fee and accommodation costs as well as direct payment to the student.
- Assist the Senior Finance Manager to prepare for the US FSA annual Compliance Audit by maintaining accurate, organised, and complete records.
- In support of all colleagues within the Central Income and Accounts Receivable Team, be aware of and contribute to the time critical duties for the various areas of responsibility in the team and by showing a flexible approach to contribute, as required, to meet deadlines.
- General office duties as required to support further the work of the Central Income and Accounts Receivable Team as and when they arise.

Generic:

- Occasional participation in development projects relating to systems and processes.
- Actively contribute to innovative developments that improve the team's working practices.
- Support and contribute to the Team's commitment to providing an excellent, cost efficient professional service.

Managing Self:

- Work to strict deadlines.
- Manage own work delivery by analysing efficiency and effectiveness.
- Problem Solve inaccuracies in Data loading to identify system errors.
- Participate in group events, away days and social activities as part of the team.

Core Requirements:

- Adhere to and promote the University's policies on Equality, Diversity and Inclusion and Information Security;
- Ensure compliance with Health & Safety and Data Protection Legislation;

- Support and promote the university’s Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible.
- Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content.

Additional Requirements:

Undertake any other duties as requested by the line manager or appropriate senior manager, commensurate with the grade.

This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working hours, to ensure that Central Finance delivers the required level of service.

KEY PERFORMANCE INDICATORS:

- The efficient and effective provision of service delivery through SiS and corresponding monitoring feedback via the annual SLC Review.
- Successful Compliance Audit outcomes with low level or no findings
- High quality, accurate guidance and support to students and colleagues resulting in reduced inaccuracies in funding provision across the delivery spectrum.

KEY RELATIONSHIPS (Internal & External):

Student Loans Company/Student Finance England & other gov’t providers
 US Department of Education and other bodies associates with Federal Aid delivery for a foreign school
 SAS colleagues in various departments
 Colleagues at all levels in Faculties and Partner Colleges.

PERSON SPECIFICATION

Essential	Desirable
<p>Experience</p> <ul style="list-style-type: none"> • A sound working knowledge of the Education (Student Support) Regulations and how these are applied to the delivery of various forms of Government student support packages. • Extensive knowledge pertaining to the delivery of Federal Student Aid 	<p>Experience</p> <ul style="list-style-type: none"> • An understanding of general Accounts Receivable and Credit Control principals • A willingness to lead on development projects

including the requirements for maintaining Programme Participation and Compliance Audit.

- Extensive experience of working in a busy, highly time managed flexible office in a HE environment.
- Considerable experience of dealing with the public in an environment where ‘customer care’ is a guiding principle and where the advice provision and solutions are often complex and vital to student success.
- Experience of and ability to maintain detailed accurate and up to date records with a sharp eye for detail.
- Ability to show initiative and problem solve.

Skills

- Excellent IT Skills
- Proficient in the use of Microsoft Access and Excel, including formula
- Excellent organisational skills and time management
- Highly numerate and literate
- Excellent interpersonal and communication skills (written/oral)
- A proactive flexible approach to work

Qualifications

Good standard of secondary education or equivalent experience

Personal attributes

- We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Inclusive, Collaborative and Impactful

Skills

- Advanced user of Microsoft Excel.
- Ability to create data analysis

Qualifications

Personal attributes

- N/A