

JOB DESCRIPTION

Job Title:	Registration and Credit Control Manager	Grade:	SG7
Department:	Information, Advice & Participation Services, Directorate of Student & Academic Services (SAS)	Date of Job Evaluation:	July 2022
Role reports to:	Senior Student Finance Manager		
Direct Reports	Student Finance Officer Payments Advice, Debit Administration Officers		
<p>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.</p>			

PURPOSE OF ROLE:

Management responsibility for the Payments and Advice and Debit Administration Team which includes sponsor contracting, online registration and tuition fee file management, fee adjustments to student records as well as the main liaison point for Central Finance teams for SLC, Federal Aid and Debt Management.

KEY ACCOUNTABILITIES:

Team Specific:

- Responsible for the management of the Payments Advise team and the Debt Administration Team, including staff appraisal and sickness and absence reporting.
- Responsible for the overall provision of an efficient and customer-orientated service to students, staff and external contacts in conjunction with the Senior Student Finance Manager in matters relating to fees including the fee setting process, the communication of fee rates including publication of fees on the University website, tuition fee debt management and records adjustment.
- To be the central point of Contact for liaison with the Central Finance Team especially on areas such as the SLC payments, Federal Aid and debt management so that joined up processes can be formulated and taken forward in conjunction with the Senior Student Finance Manager.
- To undertake regular process review that includes a focus on the student records system as it pertains to student finance and how developments and

other systems that the university brings on board can be utilised to best effect in the delivery of services to students.

- To coordinate the annual review of the student fees and funding operating manual and the revision of tuition fee and related policies in conjunction with other finance managers.
- To undertake fee assessment appeals, post registration.
- Provision and coordination of information advice and guidance to students, as necessary by the Payments and advice team, including debt management, hardship fund/loans, access fund, individual student casework and administration, etc. using email, telephone, and other platforms as they become available.
- Maintain an awareness of developments in student finance and financial support nationally and ensure this is disseminated effectively and proactively to the team.
- Assist in the training and development of staff within SFFS to support the work of the section.
- Support the work of the campus finance teams to ensure complete and timely implementation of the University's debt management policy.
- Responsible for the day-to-day management and maintenance of students' financial records on the Banner database, taking into account the need for accuracy and confidentiality.
- Responsibility together with other Senior Student Finance Manager/Advisors for the registration and induction of new and continuing students.
- Support the work of the Senior Student Finance Manager

Generic:

- General duties as required to support the work of SFFAS and that of the Office.
- To facilitate and actively take part in SFFA activities, section meetings, Office meetings and that of the Directorate

Managing Self:

- The post holder will have scope for a decision making in their areas of specialism.
- They will need to understand, interpret and apply internal and external regulations.
- They will be required to exercise discretion, initiative and prioritise their own work and that of others, without the need for constant supervision.
- Work in a consistent, organised, accountable, and transparent manner, delivering excellent levels of customer service

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.

A willingness to undertake a health & safety role

A willingness to travel to any of the university's sites as necessary

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 Information, Advice and Participation Services delivers the required level of service.

KEY PERFORMANCE INDICATORS:

- The provision of quality, information to staff and students
- Accurate and timely dissemination of tuition fee rates and implementation of debt management processes.
- To produce high quality work delivered to agreed timescales
- Promotion of the ethic of continuous improvement and excellent services in the section.
- Contribution to innovation within the section.

KEY RELATIONSHIPS (Internal & External):

Student Fees and Funding Colleagues, Student and Academic Services Colleagues, Colleagues at all levels across the university and partner colleges, internal and external auditors, SLC/SFE and Sponsors

PERSON SPECIFICATION	
Essential	Desirable
<p>Experience</p> <ul style="list-style-type: none"> • Demonstrable experience of supervising others and the ability to manage and develop a team • Substantial experience in student finance and financial support in an HE context. • Good working knowledge of UK student support systems. • Experience of managing own workload and working without direct supervision • Significant experience of working collaboratively in a team environment • Experience of writing clear and concise reports and guidance information <p>Skills</p> <ul style="list-style-type: none"> • High level communication skills both verbal and written with experience of working with a diverse audience • Excellent IT skills including word processing, spreadsheets and databases. • Highly literate and numerate • Able to motivate and develop others • Ability to manage own workload and that of others • Ability to work without constant supervision, setting and achieve 	<p>Experience</p> <ul style="list-style-type: none"> • Knowledge of the University's student record database <p>Skills</p> <p>Qualifications</p> <ul style="list-style-type: none"> • Membership of a relevant professional body <p>Personal attributes</p> <ul style="list-style-type: none"> • A willingness to undertake a health & safety role

challenging targets and holding oneself to account

- Familiarity with GDPR requirements and an understanding of the importance of confidentiality
- A customer-focused approach
- An understanding of the concept of continuous improvement

Qualifications

- Degree or substantial equivalent experience in a related field.

Personal attributes

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