

Job Description

Job title:	Student Finance Administrator
Department/School:	Finance & Procurement
Grade:	5
Location:	University of Bath premises

Job purpose

The post holder will form part of the Student Finance Team, taking responsibility for the financial administration of the University's postgraduate taught bursary schemes and responsibility for interaction with the Student Loans Company (SLC) in respect of postgraduate loans.

The post holder takes responsibility for investigating and processing all postgraduate and departmental refunds to students and sponsors, identifying and processing adjustments to student fees resulting from changes in student circumstance and the accurate invoicing of visiting postgraduate research scholars.

Source and nature of management provided

Student Fees Manager within Finance & Procurement

Staff management responsibility

None

Special conditions

None

Main duties and responsibilities

The main duties and responsibilities of the role are detailed below, but the post holder is expected to be flexible, to work as part of a small team and to assist other team members as the need arises. To also develop contacts, build networks and establish good working relationships with our internal and external customers.

1 Postgraduate bursary schemes:

Responsibility for the day to day financial administration of postgraduate bursaries. This will involve preparing, checking, submitting, and reconciling the quarterly postgraduate bursary payments.

	<p>The post holder will need:</p> <ul style="list-style-type: none"> • to comprehensively understand the rules and terms and conditions of the postgraduate funding schemes and keep up to date with changes to the agreements in future years • to understand the SITS fundmanager set up and processes which handle the bursary payments and to make payments to eligible students accurately and to strict deadlines • ensure that the SITS fundmanager system is kept up to date, adjusting entries on the system when required for example amending for suspensions and withdrawals • where students withdraw or suspend mid-year calculate any overpayment, make adjustments to future transactions and raise invoices for any overpaid bursary payments • deal with all postgraduate bursary queries. These may come from students or staff and will be face to face, via the telephone and email. Speedy, accurate and professional responses will be required
<p>2</p>	<p>Postgraduate loans:</p> <p>Responsibility for the financial administration, within the University, of student loans made by Student Loans Company (SLC), to eligible postgraduate students.</p> <p>The post holder is expected:</p> <ul style="list-style-type: none"> • to keep up to date with the latest developments in SLC postgraduate funding which will involve attendance at SLC update meetings and building relationships with the relevant people at the SLC • to be a source of expert knowledge in relation to SLC postgraduate loans including regulations, repayment of loans and the implications of withdrawals and suspension • to liaise directly with the SLC regarding postgraduate student loans including confirming attendance and notifying changes in student circumstance • to deal with queries in relation to SLC postgraduate loans. These may come from students or staff and will be face to face, via the telephone and email. Speedy, accurate and professional responses will be required • liaise internally with academic departments and central administration to ensure that any changes in student circumstance are notified to the SLC accurately and in a timely manner
<p>3</p>	<p>Investigating and processing refunds for postgraduate students:</p> <ul style="list-style-type: none"> • responsibility for ensuring that all overpayments to student and sponsors are returned accurately and in a timely manner and the SITS student system is correctly updated • checking and processing refunds requested by departments
<p>4</p>	<p>Investigating and processing changes to student fees resulting from changes in student circumstance:</p> <ul style="list-style-type: none"> • running Business Objects reports daily and investigating any changes to student circumstance that may affect a student's tuition fees • making adjustments to student fee records to ensure that students have been correctly charged by raising invoices and credit notes in the SITS student system
<p>5</p>	<p>Assisting with the reconciliation of the SAM student ledger with Agresso</p>

	<ul style="list-style-type: none"> • monitoring unattributed payments, credit notes and memos on the SAM student ledger, investigating and making any adjustments required to ensure reconciliation of the SAM student ledger with Agresso
6	<p>Responsibility for ensuring that University's visiting postgraduate scholars are correctly invoiced</p> <ul style="list-style-type: none"> • Monitoring the University's visiting postgraduate scholars in SITS student system and reconciling to the Studentships team spreadsheet • Liaising with the Studentships team, Graduate Schools and Central Admissions to ensure that all visiting postgraduate scholars are identified and invoiced accurately and in a timely manner
7	<p>Assisting with administration of US Federal Aid funded students:</p> <ul style="list-style-type: none"> • answering queries - face to face, via the telephone and email - speedy, accurate and professional responses will be required • assisting with the preparation of paperwork relating to the disbursement of payments to US Federal Aid funded students • assisting with the updating of web information in respect of US Federal Aid funding
8	<p>Dealing with queries and advising on university internal and external regulations</p> <p>The post holder will be required:</p> <ul style="list-style-type: none"> • to liaise with students, parents and external sponsors and give advice and guidance on fee matters including tuition fees payment methods and both university and external fee regulations • to liaise internally with academic departments and central administration on individual student circumstance in often sensitive situations • to liaise internally with academic departments and central administration on fee matters including advice and guidance on tuition fee payment methods and both university and external fee regulations
9	<p>Assisting with the annual registration process</p> <ul style="list-style-type: none"> • dealing queries and ensuring student sponsor information is correctly entered to enable smooth registration at the start of the academic year. Answering queries accurately, professionally and in a timely manner
<p>This is not intended as an exhaustive list of duties or a restrictive definition of the post but rather should be read as a guide to the main priorities and typical areas of activity of the post-holder</p> <p>The post-holder will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager. You are required to follow all University policies and procedures at all times and take account of University guidance</p>	

Person Specification

Criteria	Essential	Desirable
Qualifications		
Good standard of general education, including a minimum of GSCE (or equivalent) Maths and English	✓	
AAT or equivalent experience		✓
Willingness to undertake further training as required	✓	
Experience/Knowledge		
Experience of working as part of a finance team	✓	
Experience of working with large financial systems and getting the most of these systems	✓	
Experience of organising a busy workload with sometimes conflicting priorities to meet deadlines	✓	
Knowledge of the University of Bath's SITS system		✓
Knowledge and practical experience of financial procedures	✓	
Knowledge/experience of student finance/funding		✓
Experience of working within the Higher Education sector		✓
Skills		
Ability to provide clear, practical and accurate advice to students and staff at all levels on procedures and requirements	✓	
Ability to communicate effectively and professionally with staff, students and external funders and develop good working relationships with them	✓	
Excellent organisational skills and ability to prioritise a busy and varied workload in a demanding environment	✓	
Commitment to providing an excellent and professional service	✓	
Attributes		
Competent, conscientious and motivated with a methodical and adaptable approach to work	✓	

Good team worker with a helpful and supportive manner	✓	
Enthusiastic, versatile and able to work on their own initiative	✓	

Effective Behaviours Framework

The University has identified a set of effective behaviours which we value and have found to be consistent with high performance across the organisation. Part of the selection process for this post will be to assess whether candidates have demonstrably exhibited these behaviours previously.

Managing self and personal skills:

Willing and able to assess and apply own skills, abilities and experience. Being aware of own behaviour and how it impacts on others.

Delivering excellent service:

Providing the best quality service to all students and staff and to external customers e.g. clients, suppliers. Building genuine and open long-term relationships in order to drive up service standards.

Finding innovative solutions:

Taking a holistic view and working enthusiastically and with creativity to analyse problems and develop innovative and workable solutions. Identifying opportunities for innovation.

Embracing change:

Adjusting to unfamiliar situations, demands and changing roles. Seeing change as an opportunity and being receptive to new ideas.

Using resources:

Making effective use of available resources including people, information, networks and budgets. Being aware of the financial and commercial aspects of the University.

Engaging with the big picture:

Seeing the work that you do in the context of the bigger picture e.g. in the context of what the University/other departments are striving to achieve and taking a long-term view. Communicating vision clearly and enthusiastically to inspire and motivate others.

Developing self and others:

Showing commitment to own development and supporting and encouraging others to develop their knowledge, skills and behaviours to enable them to reach their full potential for the wider benefit of the University.

Working with people:

Working co-operatively with others in order to achieve objectives. Demonstrating a commitment to diversity and applying a wider range of interpersonal skills.

Achieving results:

Planning and organising workloads to ensure that deadlines are met within resource constraints. Consistently meeting objectives and success criteria.