It is important to note that this job description is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your contract of employment.

Job Description for the post of:

Senior Fees and Debt Officer  
EHA1130-0220  
Fixed Term Maternity Cover until 10th May 2021

Responsible to: Assistant Registrar: Fees, Scholarships and Bursaries  
Accountable to: Academic Registrar

The Post

The post is based in the Academic Registry, a central support service that serves to provide high quality administrative systems to facilitate the student journey from enrolment through to award conferral.

The primary purpose of the post is to provide high level administrative support to the Assistant Registrar: Fees, Scholarships and Bursaries in the co-ordination and delivery of Edge Hill’s procedures and processes involved in the administration of tuition fees, scholarship and bursary services across the University. It carries University wide responsibility for invoicing, reconciliation and debt management functions, development and quality assurance of credit control processes; which will require a comprehensive knowledge of student support funding and a meticulous and innovative approach to providing solutions. Providing support in all areas of tuition fees, the post holder will be required to undertake regular updating of their knowledge and understanding of policy to be able to perform the role effectively.

Forward thinking, highly organised, analytical and numerate with a keen eye for detail; be able to work accurately and effectively under pressure and have excellent communication and interpersonal skills. The post holder must be able to demonstrate a high level of initiative, commitment and competence with financial and other regulations. The post includes line management responsibility and the role will underpin the Fees, Scholarships and Bursaries Team’s provision of an excellent, responsive, service to stakeholders.

Main duties and responsibilities

Tuition Fees and Debt

1. To understand and keep up to date with the structure of University courses, modes of study, student registration and progression in order to have a sufficient knowledge base to perform the duties of the role;
2. To understand the functionality of the student record system, finance systems and associated interfaces to be able to input and extract data to effectively manage accounts whilst complying with legislation and financial audit requirements;

3. In accordance with the University’s published Tuition Fee Regulations and Tuition Fee Schedule, to apply tuition fees in a timely manner and take a pro-active approach to the management of student tuition fee accounts to ensure the University receives accurate tuition fee income;

4. Interpret, and apply extensive knowledge of, current student support regulations to be able to offer accurate information, advice and guidance on complex fees and funding processes to all enquirers;

5. Liaise with external funding agencies on behalf of the University and be responsible for investigating and resolving issues with student funding applications to ensure the timely release of student loans; ensuring that the University receives appropriate tuition fee income through accurately confirming attendance, verifying programme data and challenging non-payment;

6. To lead on tuition fee waivers and application, advising on procedure to enquirers, seeking formal approval and ensuring adjustment to student accounts in accordance with audit requirements;

7. To have oversight of student payment plan arrangements, reviewing system functionality and administrative procedures to implement and maintain efficient and effective systems and improve upon the student experience;

8. Identify and lead on ‘at risk students’, establishing funding issues, make referrals for support where appropriate and secure payment arrangements;

9. Oversee the administration of tuition fee debt, monitoring accounts for adherence to agreed payment plans, pro-actively pursuing non-payment and taking judgement on initiating debt recovery where required;

10. To act as lead Academic Registry contact with the University’s external debt collection agency, maintaining oversight of all referred cases, reviewing and monitoring recovery rates and providing supporting evidence where applicable, including attendance at court;

11. Play a key role in the University’s financial year-end process, independently setting credit control deadlines and reporting accurate financial data to the Director of Finance on behalf of Academic Registry;

12. Prepare and monitor debtors reports at key times to inform students of their eligibility to re-enrol and/or attend their award conferment;

13. To be responsible for the accuracy of Academic Registry’s tuition fee HESA records; supporting external reporting undertaken by the Strategic Planning and Policy Unit;

14. Manage and lead on regular data integrity checks and the University’s financial reconciliation of tuition fee accounts, interpreting and actioning discrepancies, initiating follow up action by correcting data errors and also accounting for and accurately explaining non-reconcilable differences to the University’s Director of Finance;

15. In collaboration with key stakeholders in Finance and IT Services, lead on planning of the annual schedule for invoicing, financial reporting and reconciliation and be responsible for negotiating additional invoice runs as and when required, to manage tuition fee accounts;

16. Hold responsibility for determining tuition fee invoicing accountability across the Fees, Scholarships and Bursaries Team, ensuring all active programmes are accounted for each academic session;

17. Independently conduct benchmarking and research into best practice elsewhere in the sector and make recommendations for and implement service improvements to financial monitoring and reconciliation systems;
**Additional duties**

18. To hold responsibility for providing accurate financial and other reports to support the work of the Team, Directorate Student Fees Meeting, FFS Group, Committees and other Groups and forums;

19. Support the Assistant Registrar: Fees, Scholarships and Bursaries with internal and external audit reviews, including the provision and analysis of data;

20. To actively contribute to the development and enhancement of IT systems within the Team to ensure effective up to date business operations;

21. Ensure all associated external communications, including the University’s website, are clear, relevant, timely, appropriate and reflect the high standards of the Department;

22. Operate to exceptionally high levels of customer service and administration, working effectively with colleagues in the Fees, Scholarships and Bursaries Team, Academic Registry and across the University, ensuring service standards are met and excellent working relationships are maintained;

23. Plan and manage own workload and that of supporting staff, demonstrating independence and judgement, setting targets to ensure delivery meets with institutional deadlines and all responsibilities are met;

24. To act as an ambassador of Academic Registry and the University when supporting events; Open Days/Evenings and Visit Days, Enrolment sessions and attending internal and external meetings;

25. To assist with other areas of work undertaken by the Academic Registry as and when required by the Assistant Registrar: Fees, Scholarships and Bursaries and the Academic Registrar;

26. Commitment to keep up to date with developments in Higher Education that impacts upon the work of the Fees, Scholarships and Bursaries Team.

**In addition to the above all Edge Hill University staff are required to:**

1. Adhere to all Edge Hill’s policies and procedures, including Equality and Diversity and Health and Safety;
2. Respect confidentiality: all confidential information should be kept in confidence and not released to unauthorised persons;
3. Undertake appropriate learning and development activities as required;
4. Participate in Edge Hill’s Performance Review and Development Scheme;
5. Adhere to Edge Hill University’s environmental policy and guidelines and undertake tasks in a sustainable manner;
6. Adopt a proactive attitude towards resolving everyday and variable challenges in a customer focused environment.

**Salary:**

Grade 5, Points 19 - 22
£24,461 - £26,715 per annum

**Hours:**

36 ¼ hours per week

**Some evening and weekend work will be required**

Candidates should note that shortlisting will be based on information provided on the application form with regard to the applicant’s ability to meet the criteria outlined in the Person Specification attached.
## PERSON SPECIFICATION

**Senior Fees and Debt Officer**  
**EHA1130-0220**  
**Fixed Term Maternity Cover until 10th May 2021**

CRITERIA: Applicants should provide evidence of their ability to meet the following criteria:

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<thead>
<tr>
<th>Criteria</th>
<th>Essential</th>
<th>Desirable</th>
<th>*Method of assessment (I/A/T/P)</th>
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<tbody>
<tr>
<td><strong>Qualifications</strong></td>
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<td>1 Degree with Honours or equivalent or relevant work experience</td>
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<td><strong>Experience and Knowledge</strong></td>
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<td>2 Experience in using Microsoft Office, particularly Word and Excel</td>
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<td>3 Experience in interpreting and application of complex student/financial regulations</td>
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<td>4 Experience of high level administration, producing quality, accurate and timely outputs with proven attention to detail and quality assurance for senior management</td>
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<td>5 Recent experience of methodical approach to financial data, accurate inputting, conducting validation checks and analysing and correcting inaccuracies</td>
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<td>6 Experience of reporting on data for varying purposes, to internal and external stakeholders</td>
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<td>7 Experience of working in a busy customer-facing environment, preferably in an educational setting</td>
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<td>8 Experience of debt management and financial reconciliation processes</td>
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<td>9 Clear logical thinker, using initiative to solve problems, improving upon service delivery</td>
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<td>10 Experience in the supervision, training and development of staff</td>
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<td>11 Up to date knowledge of higher education student funding information</td>
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<td><strong>Abilities/Skills</strong></td>
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<td>12 Excellent interpersonal skills with the ability to communicate and negotiate clearly and concisely, building effective working relationships with internal and external stakeholders</td>
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<td>Can demonstrate effective planning and effective organisation, to prioritise a busy workload managing competing/conflicting demands</td>
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<td>Able to deliver a high standard of accuracy whilst operating under pressure and with frequent interruption</td>
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*Method of Assessment (I-Interview, A-Application, T-Test, P-Presentation) please note that applications will be assessed against the Person Specification using this criteria.