



Edge Hill University

Fees Officer

Reference: EHA0302-0722

Salary: £25,642 - £27,929 per annum, pro rata
Grade 5, Points 19 – 22

Contract Type: Permanent

Hours: Full Time (36.25 hours per week)

Location: Ormskirk



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:

**Fees Officer
Full Time (36.25 hours),
Permanent
EHA0302-0722**



**Edge Hill
University**

Accountable to: Head of Academic Registry

Reporting to: Assistant Registrar: Fees, Scholarships and Bursaries

About the Role

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 support for the co-ordination and delivery of Edge Hill's procedures and processes involved in the administration of tuition fees, scholarships and bursaries across the University, with responsibility for invoicing, reconciliation and debt management functions. It carries University wide responsibility for approval of tuition fees paid by government tuition fee loans; which will require a comprehensive knowledge of student support funding and a meticulous and proactive approach to managing accounts. In addition, this post will also make a positive contribution to student information, advice and guidance.

The post will work within internal and external regulatory environments, including the University's Tuition Fee Regulations and Financial Regulations and Procedures and requires a good understanding of Higher Education, student funding and associated systems. Updating of knowledge and understanding of policy will be required to be able to perform effectively, as will working as part of a team.

This is a varied and evolving role and effective delivery will rely heavily on a self-motivated and organised individual with excellent communication, analytical and numeracy skills, attention to detail and the ability to meet strict deadlines working independently and as a team player. The post holder must be able to demonstrate a high level of initiative, commitment and competence with financial and other regulations. The post will provide a high level of support to the student experience and will continually seek to enhance delivery with exceptional standards. The role will also hold line management responsibility.

The role will support the provision of an excellent, responsive service to internal and external stakeholders and will be required to adapt to changing business requirements.

Duties and Responsibilities

1. To have full understanding of 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 and be competent in the functionality of the student record system, finance systems and associated interfaces to be able to input and extract data to effectively maintain accurate accounts whilst complying with GDPR legislation, financial audit requirements and meet statutory external reporting obligations;
3. To interpret and apply extensive and current knowledge of student support regulations to offer accurate information, advice and guidance (IAG) on complex fee and funding issues and processes to all enquirers, sharing information where appropriate;
4. In accordance with the University's published Tuition Fee Regulations and Tuition Fee Schedule, to apply and adjust tuition fee liability in a timely manner and take an organised and pro-active approach in the management of student tuition fee accounts to ensure the University receives accurate tuition fee income;
5. To support administration of student debtors, monitoring accounts for adherence to agreed plans, validating debt, pro-actively pursuing for non-payment and initiating debt referral, where required in accordance with the University's Credit Control Procedures;
6. To act as lead contact at the University for the Student Loans Company (SLC), Student Awards Agency for Scotland (SAAS) and Enhanced Learning Credit Accumulation Scheme (ELCAS), taking responsibility for investigating and resolving differences within student funding applications;
7. Take responsibility for enabling release of public funding, following internal and external processes to initiate payment to the University and student; including immediate notification of student withdrawals or interruptions, ensuring all activity is compliant with external requirements and the University's Tuition Fee Regulations;
8. To manage and lead on the University's portfolio of eligible programmes confirmed to the Student Loans Company which involves determining course eligibility, constant maintenance of the course management database, confirmation of accurate tuition fees and course term dates;

9. To lead on the content of all recruitment communication; handbooks, emails and web pages to ensure applicants are provided with relevant and up to date guidance to maximise the uptake of external funding prior to arrival;

Additional duties

1. Plan and manage own workload and that of supporting staff, demonstrating independence and judgement and setting priorities to ensure delivery meets with institutional deadlines and all responsibilities are met. This requires initiative to solve issues for both the University and students and making recommendations for solutions to major or complex issues;
2. To engage in all aspects of managing staff; recruitment and induction, motivating, setting appropriate objectives and undertaking performance reviews to ensure staff are developed, knowledgeable and empowered to be able to perform successfully in their role and deliver an excellent customer service;
3. 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;
4. To provide accurate financial and other reports, where required, to support the work of the Team, FFS Group, Committees, Student Fee Meetings and other Groups and forums;
5. To actively contribute to the development and enhancement of IT systems within the Team to ensure effective up to date business operations;
6. Ensure all associated external communications, including the University's website, are clear, relevant, timely, appropriate and reflect the high standards of the Department;
7. Maintain an excellent understanding of current policy and funding issues, conducting benchmarking, research and intelligence gathering on sector practice, and proactively adjusting business processes to support service improvements and ensure compliance with all associated obligations;
8. To act as an ambassador of Academic Registry and the University when supporting events; Open Days/Evenings and Visit Days, and when attending internal and external meetings;
9. 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 Head of Academic Registry.

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

- a) Adhere to all Edge Hill's policies and procedures, including Equality and Diversity and Health and Safety
- b) Respect confidentiality: all confidential information should be kept in confidence and not released to unauthorised persons
- c) Undertake appropriate learning and development activities as required
- d) Participate in Edge Hill's Performance Review and Development Scheme
- e) Adhere to Edge Hill University's environmental policy and guidelines and undertake tasks in a sustainable manner
- f) Demonstrate excellent Customer Care in dealing with all customers

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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 for the post of:

Fees Officer
Full Time (36.25 hours),
Permanent
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Please note that applications will be assessed against the Person Specification using the following criteria, therefore, applicants should provide evidence of their ability to meet all criteria.

Methods of Assessment include Application Form (A), Supporting Statement (S), Interview (I), Test (T) & Presentation (P).

		Essential	Desirable	Method of assessment (I/A/S/T/P)
Qualifications				
1	Degree with Honours or equivalent qualification, or relevant work experience	*		A
Experience and Knowledge				
2	Competence in Microsoft Office applications, including Word and Excel	*		T
3	Experience in interpreting and application of complex student/financial regulations	*		S
4	Experience of operating a student records database or similar systems	*		S
5	Recent experience of working with data, accurate inputting, conducting validation checks and analysing and correcting inaccuracies	*		S/I
6	Experience of delivering high-level administration, producing timely outputs with accuracy and proven attention to detail for various stakeholders	*		S/I
7	Experience in the supervision, training and development of staff	*		S/I
8	Experience of working in a busy customer-facing environment, displaying excellent customer care front of house skills, preferably in an educational setting	*		S/I
9	Experience in credit control and debt management	*		S/I
10	Experience of using initiative, with minimal supervision to solve problems improving upon efficiency and effectiveness	*		I

11	Up to date knowledge of higher education student funding information		*	I
Abilities and Skills				
12	Able to deliver a high standard of work, maintaining high service standards whilst under pressure and dealing with frequent interruptions	*		S/I
13	Able to plan and effectively prioritise a busy workload, managing competing/conflicting demands with a 'can do' attitude	*		I
14	Highly numerate and methodical approach to management of financial records	*		I
15	Excellent interpersonal skills with the ability to negotiate and communicate clearly and concisely, delivering accurate information, advice and guidance	*		I
16	Operate as a supportive Team player, working flexibly to maintaining a student-centred approach	*		I

How to Apply

When you are ready to start the formal application process, please visit www.edgehill.ac.uk/jobs and click 'vacancies', search for the role you wish to apply for, and click 'Apply Online'. The online application form can be completed in stages and can be revisited at any time. The form automatically saves as you enter your information and it is simple to move backwards and forwards throughout at any time prior to submission. Help is available at each stage to guide you through the form. Before final submission, you can preview your application and can then choose to refine or submit the form.

For informal enquiries about this vacancy you may wish to contact: Julie Harrison at harrisju@edgehill.ac.uk

Please refer to the advert for the closing date for this vacancy, all applications must be submitted by 23:59 on this date. Following the closing date, we will contact you by email to let you know whether or not you have been shortlisted to participate in the next stage of the selection process. We try our best to inform all applicants within two working weeks following the closing date.

At Edge Hill University we value the benefits a rich and diverse workforce brings to our community and therefore welcome applications from all sections of society.