



Fees Officer

Reference:	EHA0951-1222
Salary:	£25,642 - £27,929 per annum, pro rata Grade 5, Points 19–22
Contract Type:	Fixed Term until 19/12/2023
Hours:	Full Time (36.25 hours per week)
Location:	Ormskirk
Accountable to:	Head of Academic Registry
Reporting to:	Assistant Registrar: Fees 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 high level support for the co-ordination and delivery of Edge Hill's procedures and processes involved in the administration of tuition fees and bursaries across the University, with particular responsibility for Department of Education and Department of Health and Social Care bursaries, ensuring work is compliant and meets the changing requirements of the service. It carries University wide responsibility for the assessment, award and payment of bursaries, which requires a comprehensive knowledge of regulations and a meticulous approach to record keeping. In addition, this post will also be responsible for invoicing of tuition fees, associated credit control and debt management and will 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

Tuition Fees

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 and workings of the student record system, finance and bursary systems and associated interfaces to be able to input and extract data to effectively maintain accounts, whilst complying with legislation, financial audit requirements and statutory 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 initiate judgement in credit control and debt referral of financial records;
6. To take responsibility for and undertake data integrity checks on tuition fee accounts, identifying and interpreting discrepancies, initiating follow up action by correcting data errors on the student record and invoicing systems;
7. To be responsible for the accuracy of tuition fee HESA records included in external reporting; This includes confirmation of financial support awarded by external bursary eligibility;

Bursary Administration

1. To interpret and apply complex regulations in the management and administration of the Department for Education and Department of Health and Social Care bursaries;
2. To ensure all bursary awards meet with external and internal guidelines and that procedures and payments are compliant. This includes budgetary control, making decisions on applications and applying sound judgement;



3. To lead on bursary administration on behalf of the University; reviewing processes, proposing new developments and enhancements and adopting a pro-active approach to maximise efficiency;
4. To prepare accurate financial data and support audits, interim and external returns and end of year reconciliation in relation to bursary awards. This includes performing regular data integrity checks of accounts, identifying and resolving anomalies to ensure the utmost of accuracy and accounting for and explaining non-reconcilable differences;
5. Lead on high standard applicant/student communication relating to bursary criteria, including information relayed on the University web site;

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 and Bursaries Team, Academic Registry and across the University, providing a supportive role to ensure 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, 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 and Bursaries and the Academic Registrar.

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

Eligibility

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.

Some evening and weekend work will be required. Internal staff wishing to apply for a fixed term role as a secondment opportunity must discuss this with their existing line manager before applying.

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 (A/S/I/T/P)
Qualifications				
1.	Degree with Honours or equivalent qualification, or relevant work experience	*		A
Experience and Knowledge				
2.	Competent in standard MS Office applications, including Word, Excel and Outlook	*		T
3.	Experience of interpreting, application and providing advice on complex student/financial regulations	*		S
4.	Recent experience of working with financial data; accurately inputting, conducting validation checks and analysing and correcting inaccuracies to enable full reconciliation	*		S/I
5.	Experience of delivering high level administration, producing timely outputs with accuracy and proven attention to detail with quality assurance for various stakeholders.	*		S/I
6.	Experience of working in a busy customer-facing environment, displaying excellent customer care skills, preferably in an educational setting	*		S/I
7.	Experience in credit control and debt management	*		S/I
8.	Operate as a supportive team player, working flexibly to maintain a seamless service and ensure a student-centred approach	*		I
9.	Can demonstrate initiative, working without direct supervision to solve problems, improving upon efficiency and effectiveness	*		I



		Essential	Desirable	Method of Assessment (A/S/I/P/T)
10.	Experience in the supervision, training and development of staff	*		S/I
11.	Experience of operating a student records system, or similar		*	S
12.	Up to date knowledge of higher education and student funding		*	I
Abilities and Skills				
13.	Excellent interpersonal skills with the ability to communicate and negotiate clearly and concisely, building and maintaining effective working relationships with all stakeholders	*		I
14.	Highly numerate and methodical approach to management of financial records	*		I
15.	Ability to deliver high standards and accuracy, whilst operating under pressure with frequent interruptions	*		S/I
16.	Able to plan and effectively prioritise a busy workload, managing competing/conflicting demands with a 'can do' attitude	*		I

How to Apply

When you are ready to start the formal application process, please visit our [Current Vacancies page](#) 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.

Please refer to the advert for the closing date for this vacancy, all applications must be submitted by 11.59pm 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.

Application > Shortlisting > Interview > Outcome

For informal enquiries about this vacancy you may wish to contact: Julie Harrison, Assistant Registrar (Fees and Bursaries) at harrisju@edgehill.ac.uk.

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.