

# Finance Assistant



## ROLE DESCRIPTION

### GRADE

Grade 3

### LOCATION

Sighthill, Edinburgh

### LINE MANAGER

Senior Finance  
Assistant-Fees

### ROLE SUMMARY

To support the Transactions Services Finance Manager through the Senior Finance Assistant - Fees, in providing an efficient, effective and comprehensive transaction service to the University and its customers. The Transactions Team is organised into four flexible teams covering – Fees, Credit Control, Accounts Payable and Cash & Banking.

Although primarily allocated to the Fees Team, the Finance Assistant may be required to work in one of the other teams providing cover and support or to undertake other relevant duties appropriate to the post, as required. The post holder will deal with students, funding bodies, sponsors and internal customers requiring assistance and/or information.

Responsible for ensuring a positive image of the University and the department through an understanding of customer requirements and needs by providing accurate information and prompt responses. Working within the University's policies and procedures ensuring a high quality of service is provided. Be responsible for ensuring that the information and records processed (received, created, used, stored, destroyed) on behalf of the University are managed in compliance with ALL applicable legislation, codes and policies e.g. Data Protection, Information Security and Records Management.

### LINE MANAGEMENT RESPONSIBILITY FOR:

This role does not have any line management responsibilities currently.

## MAIN DUTIES AND RESPONSIBILITIES

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### INCOME BASED TRANSACTIONS – STUDENT FEES

- Record and process student fee payments.
- Set up and manage student payment plans.
- Deal with student enquiries and provide advice regarding fees, accommodation and other debt.
- Process and approve credit notes, discounts and refunds where required.
- Perform regular monitoring of student accounts and ensure SITS is up to date.
- Make direct contact with customers to obtain prompt payment of outstanding accounts.
- Liaise between customers and Schools/School Support Services over disputed accounts.
- Deal with routine enquiries regarding fees and other debt.
- Procure and monitor database listings ensuring that payment terms comply.
- Raise awareness of potential bad or doubtful debt.
- Deal with customers, external and internal at Finance reception including the receiving of payments and dealing with routine enquires.

### INCOME BASED TRANSACTIONS – CREDIT CONTROL/AR

- Produce and issue relevant late payment correspondence in line with University Policies.
- Make direct contact with customers to obtain prompt payment of outstanding accounts.
- Liaise between customers and stakeholders to resolve disputed accounts.
- Deal with routine enquiries regarding commercial and student debt.
- Procure and monitor database listing ensuring that payment terms comply.
- Raise awareness of potential bad or doubtful debts
- Provide continuous feedback of reasons for late payments, for example accuracy and level of detail on invoices.
- Produce accurate aged debtor reports weekly/monthly.
- Reconcile data files generated from on-line payments to reports received from payment service provider.
- Produce and issue weekly/monthly customer invoices/credits in line with financial and academic year plan.

## EXPENDITURE BASED TRANSACTIONS

- Process invoices for payment in accordance with the University terms and conditions.
- Process BACs payments.
- Maintenance and reconciliation of payments made in respect of Discretionary and Childcare Funds.
- Maintenance of accounts including account reconciliation and preparation and distribution of payments.
- Process staff expense claims.
- Perform regular monitoring and clear down of outstanding commitments.
- Reconcile suppliers' monthly statements.
- Deal with internal and external enquiries relating to the Purchase Ledger function.
- Maintain departmental filing system.

## BANKING AND CASH TRANSACTIONS

- Input all income received via bank accounts and online systems to the finance accounting system, Agresso.
- Prepare twice weekly cash banking for uplift by Security agents.
- Processing of domestic and International electronic payments via Bankline and Western Union.
- Reconciliation of petty cash.
- Deal with customers, external and internal at Finance reception including the receiving of payments and dealing with routine enquiries.
- Reconcile all bank accounts for Edinburgh Napier University and Napier University Ventures Ltd.

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- Any other duties as required by the Senior Finance Assistant or Transactions Services & Finance Manager.
  - Be responsible for ensuring that the information and records processed (received, created, used, stored, destroyed) on behalf of the University are managed in compliance with ALL applicable legislation, codes and policies e.g. [Data Protection](#), [Information Security](#) and [Records Management](#).

## PERSON SPECIFICATION

ESSENTIAL

DESIRABLE

### EDUCATION / QUALIFICATIONS

- |  | ESSENTIAL | DESIRABLE |
|--|-----------|-----------|
| • Highers (or equivalent) including English and Maths. | ✓         |           |
| • HNC or equivalent in accountancy related subject.    |           | ✓         |

### SKILLS / EXPERIENCE

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|--|---|---|
| • Relevant and proven experience of working in a Finance environment.  | ✓ |   |
| • High level of computer literacy, including MS Excel, MS Word, and network-based email.   | ✓ |   |
| • Experience of working in Further/Higher Education or public sector.  |   | ✓ |
| • Working knowledge of SITS and the Agresso system.  |   | ✓ |
| • Highly numerate.   | ✓ |   |
| • Sound communication and interpersonal skills with confidence in communicating at all levels across the University, both orally and in writing. | ✓ |   |
| • Tactful and courteous telephone manner with an ability to deal with challenging calls.   | ✓ |   |
| • Ability to work under pressure and to deadlines.   | ✓ |   |
| • A systematic approach and attention to detail.   | ✓ |   |
| • A strong commitment to customer service.   | ✓ |   |
| • A flexible and willing approach to the varying workloads of the teams within Finance.  | ✓ |   |
| • Ability to pick up instructions and information quickly and adapt to change  | ✓ |   |
| • Experience of forging relationships with internal, external, customers.  |   | ✓ |