



Job title	Payment Services Assistant	Job family and level	Administrative, Professional & Managerial Level 2
School/ Department	Financial Control	Location	Kings Meadow Campus

Purpose of role

The successful candidate will assist the Payments Team in delivering an excellent service in the processing of all non-payroll related payments on behalf of the University. A professional and proactive approach will be required for liaising with both internal and external stakeholders, the prompt processing of all supplier invoices and ensuring all controls are in place to avoid potential fraudulent activity.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	<p>Stakeholder support :</p> <ul style="list-style-type: none"> ▪ Deal with payment queries in a timely manner through to conclusion ▪ Assist in the reconciliation of supplier statements to ensure invoices are paid to term, any aged invoices are queried appropriately and our finance system is accurate for financial reporting. ▪ Identify aged balances/debit balances on supplier accounts and liaise with departments and suppliers to rectify any discrepancies ▪ Communicate effectively with both internal and external stakeholders, explaining best practice and existing processes and policies. ▪ Provide an excellent service to customers at all times 	35%
2	<p>Payment Processing:</p> <ul style="list-style-type: none"> ▪ Accurate and efficient processing of all supplier invoices via the University financial system Agresso, together with Version 1. Any potential problems need to be highlighted to the Payment Services Team Leader. ▪ Assist in the processing of all non-staff expenses, ensuring that these have been coded and authorised as appropriate 	50%

	<ul style="list-style-type: none"> ▪ Ensure all documentation is identified and distributed as required, any urgent documentation such as final demands or legal letters to be passed to the Team Leader. ▪ To support the Team Leader and Team Manager in the processing and payment of Weekly BACs runs. Ensuring accuracy and controls assurance & audit are met. ▪ Ensure credit balances & aged creditors are investigated by the team on a monthly basis & appropriate date cleansing is actioned before the start of the next period. 	
3	<p>Strive to continually improve performance through process improvement, collaborative working and challenge</p> <ul style="list-style-type: none"> ▪ Contribute to regular team meetings, 1-1's and performance reviews, ensuring that own skills are aligned to team, department and University goals ▪ Review daily tasks to seek areas where improvements can be made to enable swift processes. ▪ Collaborate with team members, Team Leader and Team Manager in developing lean processes and support the implementation of these. 	15%

Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ Excellent keyboard skills to enable efficient & effective document processing ▪ Ability to react well to changing priorities ▪ Have a customer-focused approach ▪ Able to manage multiple tasks ▪ Have the ability to work as a part of a team ▪ Numerate ▪ High level of attention to detail and accuracy ▪ Strong verbal & written communication skills ▪ Well organised with the ability to prioritise work to meet tight deadlines and escalate issues as required ▪ Experience of handling sensitive and confidential data ▪ Good IT skills including Microsoft packages ▪ Self-motivated, demonstrated through drive to meet challenging business targets and progress own professional development ▪ Able to use initiative and demonstrate good problem solving 	<ul style="list-style-type: none"> ▪ Knowledge of Unit4 Business World core Finance and Logistics
Knowledge and experience	<ul style="list-style-type: none"> ▪ Proven track record of work experience in a similar environment demonstrating practical Accounts Payable knowledge 	<ul style="list-style-type: none"> ▪ Work experience in further or higher education
Qualifications, certification and training (relevant to role)	<ul style="list-style-type: none"> ▪ Vocational qualification (NVQ2 Accounting or Business Finance) or equivalent and experience of an office/administrative environment 	



The University of Nottingham is focused on embedding equality, diversity and inclusion in all that we do. As part of this, we welcome a diverse population to join our work force and therefore encourage applicants from all communities, particularly those with protected characteristics under the Equality Act 2010.

Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

- Valuing people** Is open and welcoming of others, approachable and respectful. Considers the wider point of view and delivers appropriate support and guidance to colleagues.
- Taking ownership** Shows initiative and takes responsibility for own actions. Offers clarity and tactful support to colleagues to aid decisions and actions.
- Forward thinking** Demonstrates the ability to learn, and enjoys the opportunity to develop. Likes to share and implement new ideas and improvements in their area of work. Seeks feedback from others.
- Professional pride** Is self-appraising, seeking feedback from others and acts as a great role-model at all times. Keen to deliver the job well and be an effective member of the team.
- Always inclusive** Is sensitive to the needs of others and understands every person is important, right across the organisation, irrespective of level, culture, disability or any other characteristic.

Key relationships with others



