



Job title	Income Assistant	Job family and level	Administrative, Professional and Managerial Level 2
School/ Department	Income & Collections – Financial Control	Location	Professional Services Hubs / Agile

Purpose of role

To manage the allocation of payment received by the university for its commercial, student, sponsorship activities.

Provide counter services to support members staff and students who require cash either by pre-loaded cards or in some cases physical cash.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	Cash allocation and receipt requests <ul style="list-style-type: none"> • producing receipts for student requests via the Online Store • Producing receipts upon request for payments which relate to commercial and sponsor invoicing activity. • Review credit balances and post against outstanding charges • Correct individual or system miss postings. • Match part or full payments/credits to invoice and charges across all systems • Post/allocate student, Commercial and Sponsor related payments received in the bank, in cash or by post. • Review credit balances on all ledger and system and start the process to refund credit back to payee. • Move credit balance to refundable income if we are not able return, it back to the payee. • Process writes offs. • Inputting of direct banking and petty cash directly into financial systems • Prepare daily banking for collection by security company as well as Bank/collect foreign currency as required. • Manage the opening of the post addressed to Income and Collections • Manage the recording and allocation of all cheques received and completion of the relevant paying slips. • Process money orders for departments/replenishing cash drawer and monitoring of cash floats. 	45 %

	<ul style="list-style-type: none"> • Process writes offs for student related charges in various finance system. 	
2	<p>Providing customer services across several inboxes, phone lines and counter services.</p> <ul style="list-style-type: none"> ▪ Manage email requests that come into the Online Store inbox. ▪ Manage email requests that come into the Online Payments. ▪ Manage email requests that come into the Cashiering inbox. ▪ Manage email requests that come into the Tuition Fee Bank inbox ▪ Manage email requests that come into the Accommodation Bank inbox ▪ Taking telephone payments via the Income hunt line and posting payments on the Finance System ▪ Taking telephone payments via university payment line and posting payments on the Finance System ▪ Prepare daily banking for collection by security company as well as Bank/collect foreign currency as required. ▪ Manage the opening of the post addressed to Income and Collections ▪ Manage the recording and allocation of all cheques received and completion of the relevant paying slips. ▪ Process card and Moto payments – including totaling and reconciling end of day reports. 	35%
3	<p>Assisting the Payment Security Officer with regular checks on the credit card terminal fleet</p> <ul style="list-style-type: none"> ▪ Maintain a full inventory of all units ensuring this is always up to date. ▪ This will include site visits, spot checks and remote checks. ▪ Action regular checks to ensure security processes are being followed by each business unit who uses a credit card terminal. 	15 %
4	<p>Department Support</p> <ul style="list-style-type: none"> ▪ Support the credit control phone line in busy periods or in periods of absences. ▪ Support invoicing with emailing out invoices in busy periods or in periods of absences. ▪ Other duties as deemed relevant by Income and Collections Manager and Income Team Leader 	5 %

Person specification

	Essential	Desirable
Skills	<p>General Computer Literacy</p> <p>Excellent attention to detail</p> <p>Excellent communication skills</p> <p>Proven ability to remain calm under pressure.</p> <p>Excellent customer service skills</p>	<p>Experience of a finance package would be helpful, as would use of Microsoft packages such as Word and Excel</p>
Knowledge and experience	<p>Previous experience of Cash handling</p> <p>Previous experience of Account reconciliation</p> <p>Previous knowledge and understanding of accounting and banking processes.</p>	<p>Previous Financial experience would be a distinct advantage, as would working in a customer-led environment.</p>
Qualifications, certification and training (relevant to role)	<p>Good sound educational qualification, minimum of 5 GCSE's to include Maths and English at level C or above, or equivalent</p>	

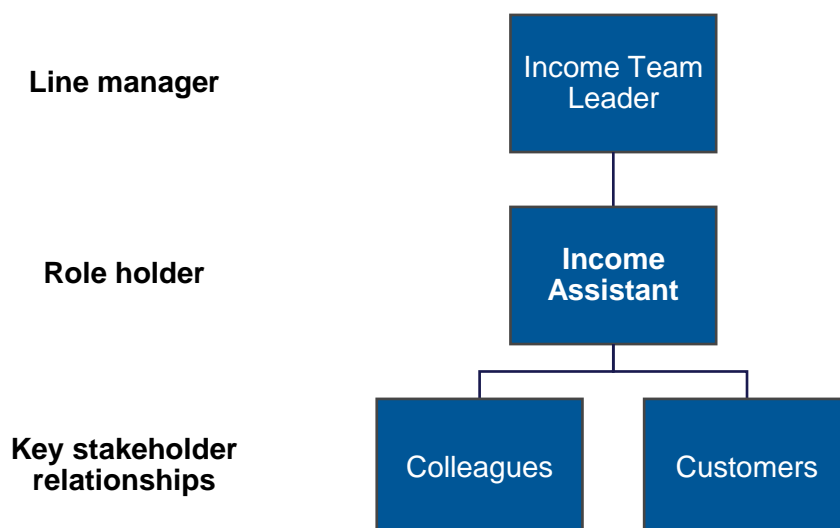


Expectations and behaviours

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 friendly, engaging and receptive, putting others at ease. Actively listens to others and goes out of way to ensure people feel valued, developed and supported.
Taking ownership	Is clear on what needs to be done encouraging others to take ownership. Takes action when required, being mindful of important aspects such as Health & Safety, Equality, Diversity & Inclusion, and other considerations.
Forward thinking	Drives the development, sharing and implementation of new ideas and improvements to support strategic objectives. Engages others in the improvement process.
Professional pride	Is professional in approach and style, setting an example to others; strives to demonstrate excellence through development of self, others and effective working practices.
Always inclusive	Builds effective working relationships, recognising and including the contribution of others; promotes inclusion and inclusive practices within own work area.

Key relationships with others



For job levelling/benchmarking purposes only – please remove before publishing

Decision making

Taken independently by the role holder

- Day-to-day manning of the counter in the Cash Office. Providing a full customer service to Students and Staff for financial queries and payments

Taken in collaboration with others

- Managing more detailed customer queries; issues concerning cash delivery & collections; queries concerning petty cash/advances and reconciliation issues

Referred to the appropriate line manager (please name) by the role holder

- The Income Team Leader would take ultimate responsibility for security issues; complex queries or complaints, any clarifications required by banks/security agencies or audit.