

**JOB DESCRIPTION**

**Job Title:** Income & Collections Admin Officer

**Grade:** Grade B

**School/Service:**  Financial Services

**Campus:** Docklands and Stratford

**Responsible to:** Income Team Managers

L**iaison with:** UEL staff, students, customers, and 3rd parties as necessary.

**Never Not Moving Forward**

**Build your career, follow your passion, be inspired by our environment of success.**

**#BeTheChange**

The University of East London is one of the most diverse and vibrant universities in the global capital. Our pioneering and forward-thinking vision is making a positive and significant impact to the communities we serve, inspiring both our staff and students to reach their full potential.

Born in 1898 to serve the skills needs of the 2nd industrial revolution, the University of East London has commenced Year 4 of its transformational 10-year Vision 2028 strategic plan led by our Vice-Chancellor & President, Professor Amanda Broderick, to advance Industry 4.0 careers-1st education. We have a clear route-map to provide a springboard for the jobs and opportunities of the future; drive diversity in the 4.0 talent pipeline - working in partnership to promote talent wherever it is found; and to create an inclusive and sustainable, green future.

We are looking for forward-thinking, innovative, curious, high-energy, self-aware people who are passionate about making a positive difference and who will thrive in an inclusive and diverse University community who are never not moving forwards.

As one of the most socially inclusive and international Universities and comprising one of the most diverse staff populations in the UK (50% of our professoriate identify from black or minority ethnic backgrounds), we are hugely proud of our track record in reducing inequalities (ranked 1st in the UK & 2nd globally, Times Higher Education Global Impact Rankings, 2020) and our commitment to equality, diversity and inclusion is at the heart of Vision 2028.

We are building an environment of success where colleagues are supported to achieve, and our community can flourish and thrive. We are an accredited Investors in People Award Institution and have achieved the Investors in People Health and Wellbeing Award. With Athena Swan Awards and being one of a small number of Universities to have achieved the Race Equality Charter Award, we continue on our journey to address and reduce barriers to opportunity.

So, if you are looking to build your career in a dynamic, inclusive and performance focused team and are inspired by our environment and drive for success, we want you to apply to join the University of East London. We are looking for inspirational individuals who have a passion to make a positive difference to people and planet, creating a more sustainable future for everyone.

**MAIN DUTIES AND RESPONSIBILITIES:**

The role holder will be expected to perform a wide range of duties within a busy professional team, whilst maintaining the high standard of service and appropriate conduct expected. The role holder will also be expected to have a flexible positive attitude to tasks undertaken individually or as part of the team, which may include but are not restricted to;

* To assist with; The generation of invoices and credit notes, production and dispatch of automated / manual collection letters and emails, in accordance with agreed collections procedures, processes and timescales.
* Undertaking sales ledger, debt collection and income collection related administration processes, as determined by Income Manager / Head of Service.
* To assist with write off and refund processes. Raising refund / write off request documents for authorisation, and input the authorised documents onto SITS and/or Agresso in accordance with the relevant procedures and timescales determined by the Income Manager / Head of Service.
* To understand the Fees Policy, other inter-related policies, and how these relate to the income administration processes.
* To use own initiative and work within the framework set by the policies and in accordance with agreed administration procedures.
* To manage own workload, ensuring all daily, weekly and monthly tasks are carried out in accordance with agreed procedures and timescales.
* To deal with customer and other files in accordance with agreed procedures and ensure GDPR compliance. Maintaining effective and secure filing/storage for financial transaction and related documents at designated storage areas.
* To understand and work in accordance with Data Protection and PCI compliance regulation guidelines. Maintaining data security at all times.
* To respond to mail and email enquires received in own and shared Team(s) mailbox on a daily basis. Ensuring responses are sent in a timely professional manner and emails/letters are forwarded to relevant colleagues/services for response when appropriate.
* To undertake all tasks and processes, professionally and accurately, within the deadlines set and in accordance with UEL financial regulations.
* When requested, to provide support to staff for extended working hours during moving in weekends, student enrolment at all sites, and for other periods when extended service provision maybe required.
* To be proactive and take initiatives to make suggestions to improve processes and procedures, adopting best practice across the sector.
* To provide excellent customer service and maintain good relationships with internal and external stakeholders.
* To be able to work under pressure. Be flexible, organise, manage and prioritise key team and service tasks, assume personal responsibility for the completion of own duties in a professional manner.
* To perform any other related duties as requested by the Income Manager, Head of Service and Director of Finance.
* To work in accordance with the University of East London’s equality and diversity policy.

 **PERSON SPECIFICATION**

**EDUCATION QUALIFICATIONS AND ACHIEVEMENTS**

**Essential criteria**

* GCSE or equivalent in at least three subjects including English language and mathematics (A/C)

**Desirable criteria**

* A degree (A/C)

 **KNOWLEDGE AND EXPERIENCE** *e.g. gained at work or through voluntary activities*

**Essential criteria**

* Recent experience of an administration role within an income collection team (A/I)
* Recent experience of undertaking high volume consumer administration processes (A/I)
* Recent experience of working in accordance with income collection related procedures and policies (A/I)
* Recent administrative experience within a busy team, undertaking mutiple tasks, working within guidelines and to deadlines set (A/I)

**Desirable criteria**

* Experience of administration in a debt collection team in HE sector (A/I)
* Experience of using SITS / SAM (A/I)
* Experience of working within a busy team remotely (A/I)

**SKILLS AND ABILITIES:** *eg. Teaching, report writing or computing*

**Essential criteria**

* Excellent computer skills including Microsoft Excel, Word and Teams (A/I)
* Ability to use initiative to recommend process improvements (A/I)
* Good spoken and written communication skills, with the ability to communicate with staff at all levels to undertake administration processes and deal with queries (A/I)

**PERSONAL ATTRIBUTES AND QUALITIES:** *e.g. Ability to lead or motivate, interpersonal skills, commitment to equality and diversity issues*

**Essential criteria**

* A flexible attitude to team and individual tasks assigned and undertaken, with ability to work as part of a busy team and organise own workload to produce results in agreed format and by deadlines (A/I)
* Energy, enthusiasm and a positive attitiutude (I)
* Providing a professional service to internal/external customers, colleagues and 3rd parties at all times (I)
* Commitment to and understanding of equality and diversity issues within a diverse and multicultural environment (A/I)
* Flexibility to provide support outside normal office hours during enrolment or other busy periods (I)

**Criteria tested by** **Key:**A = Application form
C = Certification

I = Interview