

**JOB DESCRIPTION**

**Job Title:** Finance Reconciliation Officer – Student Loan Company (SLC)

Income

**Service:** Financial Services

**Grade:** E

**Campus:** Docklands, Stratford, and working from home

**Responsible to:** Income Manager

**Liaison with:** Heads of service, directors, managers and administrators in

UEL schools and services, and external bodies, such as

Student Loan Company and SAAS (Scottish Award Agency)

**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 is underway with its transformational 10-year [Vision 2028 strategic plan](https://issuu.com/universityofeastlondon/docs/annual_review_2020?utm_source=Charlotte%2BWhite%2Btest%2Bmail%2Blist&utm_campaign=46c08a193b-EMAIL_CAMPAIGN_2018_09_19_02_52_COPY_04&utm_medium=email&utm_term=0_e8797a5163-46c08a193b-) 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.

**JOB PURPOSE:**

Approximately 9000 students each year apply to the Student Loan Company (SLC) for a loan to pay for their tuition fees.

This role is responsible for the accuracy and integrity of the Student Loan Company (SLC) and Student Award Agency Scotland (SAAS) financial data of the university, undertaking tasks relating to the invoicing, collection, reconciliation, and maintenance of the SLC/SAAS income.

The post holder will work closely with internal colleagues in Income and Credit Control, Finance, Student Money and Rights team (SMART), and Academic Registry and the Student Loan Company.

**MAIN DUTIES AND RESPONSIBILITIES:**

The following duties and responsibilities are intended to give a broad indication of the variety of tasks that the employee may be asked to undertake and are expressed in sufficient detail to distinguish the grade of the post. It should be noted that a job description is not an exhaustive list of activities, and employees may be asked to carry out other duties commensurate with the grade of the post. The job description may also be amended to take account of changed circumstances, and employees will be consulted when this is necessary.

* To manage the attendance reconciliation with the SLC database and be responsible for returning confirmations and differences throughout the year
* To manage weekly SLC/SAAS remittances when received in accordance with agreed process
* To identify and manage unpaid invoices and liaise with SLC/SAAS to resolve issues
* To produce reports as required by Income Manager & other senior colleagues
* To manage SLC/SAAS student assessments received, to monitor and reconcile assessment with the student records and liaise with UEL teams/SLC/SAAS to resolve differences
* To develop a good understanding of the SLC/SAAS processes and procedures in order provide effective advice and assistance to solve problems
* Attend and represent UEL at external SLC conferences/events as required

**PERSON SPECIFICATION**

**EDUCATION, QUALIFICATIONS AND ACHIEVEMENTS:**

**Essential criteria;**

* Experience of working in a HE/education environment (A/I)

**KNOWLEDGE AND EXPERIENCE:**

**Essential criteria;**

* Strong numerical skills and attention to detail (A)
* Relevant technical accounting knowledge, reconciliation skills and ability to apply to the situations (A)
* Experience of invoicing & collections in a consumer and business customer environment (I)
* Ability to be responsible for managing large volumes of data and providing accurate analysis (A)

**Desirable criteria;**

* Experience of working in a similar role in a HE organisation (A)
* Knowledge of current Student Finance and tuition fee loan processes (A)

**TEAMWORK AND MOTIVATION:**

**Essential criteria;**

* Ability to work both as part of a team and independently and have the confidence and ability to take on additional responsibility where appropriate (I)

**Desirable criteria;**

* Experience of motivating others to deliver agreed service levels (I)

**COMMUNICATION:**

**Essential criteria;**

* Ability to communicate clearly both verbally and in writing to a cross section of people at all levels of the organisation (I)
* Ability to summarise and explain complex financial matters to both finance and non-finance staff, including external stakeholders and auditors (I)

**SERVICE DELIVERY:**

**Essential criteria;**

* Ability to consistently deliver a high-quality service and respond to variable demands (I)

**DECISION MAKING:**

**Essential criteria;**

* Experience of and the ability to take independent decisions and ability to know when to seek clarification and assistance. Ability to deal with difficult situations and make decisions on the best course of action (I)

**PLANNING AND ORGANISING RESOURCES:**

**Essential criteria;**

* Ability to plan, organise, and prioritise workload, including co-ordinating with others and ensuring that deadlines are met (A)

**INITIATIVE AND PROBLEM SOLVING:**

**Essential criteria;**

* Ability to use initiative and creativity to identify and resolve complex problems where the best solution may not be immediately apparent but must be assessed by a process of reasoning (I)

**IT SKILLS:**

**Essential criteria;**

* Good working knowledge of MS Office, in particular advanced Excel skills (A)

**ANALYSIS AND ANALYTICAL SKILLS:**

**Essential criteria;**

* Ability to manage and manipulate large volumes of data (I)
* Experience of carrying out detailed analysis of data to provide the results to auditors and senior management in a concise and easily understood format (I)

**OTHER ESSENTIAL SKILLS:**

* Commitment to and understanding of equal opportunities issues within a diverse and multicultural environment (I)

**Criteria tested by** **Key:**

A = Application form

I = Interview