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| **Job Title** | Finance Reconciliation Officer – Student Loan Company (SLC) Income |
| **School / Service** | Finance |
| **Grade and Salary Range** | E |
| **Location and Hybrid working status** | Docklands, Stratford & Hybrid working |
| **Reporting to** | Income Manager |
| **Liaison with** | Heads of Service, Directors, Managers and Administrators in Schools and Services with UEL. External bodies, such as Student Loan Company and Scottish Award Agency (SAAS) |
| **Contract type** | Permanent, full time |

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

**THE UNIVERSITY OF EAST LONDON**

If you are seeking a career that combines innovative education with a passion for crafting positive change, look no further than the University of East London. Founded in 1898 to meet the skills needs of the 2nd industrial revolution, we’re now in Year 5 of our ground-breaking 10-year Vision 2028 strategic plan, orchestrated by our Vice-Chancellor and President, Professor Amanda Broderick.

Our goal is to advance industry 5.0 careers-first education and provide a clear path to the jobs and opportunities of the future. We are committed to driving diversity in the 5.0 talent pipeline, working in partnership to promote talent wherever it is found and creating a sustainable, inclusive, and green future.

But we can't achieve this goal alone. We need forward-thinking, innovative, and curious individuals like you to join our community and help us shape the future. As part of our team, you'll have the opportunity to work with a diverse range of people who share your passion for generating positive change. We’re an inclusive and welcoming community that is constantly moving forward, never satisfied with the status quo.

If you're ready to join a team that values your outstanding skills and perspectives and is dedicated to making a difference, we invite you to explore a career with us. We are excited to welcome versatile individuals who are committed to advancing their careers while making a positive impact on the world.

**JOB PURPOSE**

Approximately 9,000 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.

**KEY 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.

1. To manage the attendance reconciliation with the SLC database and be responsible for returning confirmations and differences throughout the year.
2. Ledger reconciliation, to identify unpaid/overdue payments and minimise past due debt, as well as identify overpayments from SLC. To carry out the necessary processes to initiate payments/clawback.
3. To manage weekly SLC/SAAS remittances when received in accordance with agreed process. Investigate any unallocated payments/clawbacks and take necessary action to clear the balance.
4. To identify and manage unpaid invoices and liaise with SLC/SAAS to resolve issues. Monitor and follow up where necessary.
5. To produce reports as required by Income Manager & other senior colleagues.
6. Including month end reporting – prepare, annotate, and explain monthly/quarterly movements as necessary.
7. 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.
8. To develop a good understanding of the SLC/SAAS processes and procedures in order provide effective advice and assistance to solve problems.
9. Attend and represent UEL at external SLC conferences/events as required.
10. Develop control processes where necessary and update process manuals.

**PERSON SPECIFICATION**

**KNOWLEDGE, SKILLS AND EXPERIENCE**

**Essential**

* Strong numerical skills and attention to detail
* Relevant technical accounting knowledge, reconciliation skills and ability to apply to the situations
* Good working knowledge of MS Office, in particular advanced Excel skills
* Experience of invoicing & collections in a consumer and business customer environment
* Ability to be responsible for managing large volumes of data and providing accurate analysis
* Ability to manage and manipulate large volumes of data
* Experience of carrying out detailed analysis of data to provide the results to auditors and senior management in concise and easily understood by all formats
* Ability to summarise and explain complex financial matters to both finance and non-finance staff, including external stakeholders and auditors

**Desirable**

* Experience of working in a similar role in a HE organisation
* Knowledge of current Student Finance and tuition fee loan processes
* Experience of motivating others to deliver agreed service levels

**COMPETENCIES REQUIRED**

* Experience to work both as part of a team and independently and have the confidence and ability to take on additional responsibility where appropriate
* Ability to communicate clearly both verbally and in writing to a cross section of people at all levels of the organisation
* Ability to consistently deliver a high-quality service and respond to variable demands
* 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
* Ability to plan, organise and prioritise workload, including co-ordinating with others and ensuring that deadlines are met
* 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
* Commitment to and understanding of equal opportunities issues within a diverse and multicultural environment

**EDUCATION, QUALIFICATIONS AND ACHIEVEMENTS**

**Essential**

* Experience of working in a HE/education environment

UEL is an inclusive equal opportunities employer and are proud of our Equality, Diversity and Inclusivity achievements. We expect all employees of UEL to accept our EDI policy and will not tolerate discrimination in any form. As an employee of UEL, we expect you to follow all relevant Health & Safety policies.

So, if you’d like to take your career to the next level with us here at the University of East London and are passionate about our environment and commit to success, we want you to apply today!