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| **Job Title** | Income Officer |
| **School / Service** | Financial Services |
| **Grade and Salary Range** | Grade D/ £33,661 to £37,038 |
| **Location and Hybrid working status** | Docklands and Stratford |
| **Reporting to** | Collections Team Managers |
| **Liaison with** | A wide network of staff, students, external contacts, customers, sponsors, Student Finance England, debt recovery solicitors and specialist financial service providers. |
| **Contract type** | Permanent  |

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.

**THE DEPARTMENT**

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.

**JOB PURPOSE**

1. Assisting with; Preparation and generation of invoices/credit notes, sales ledger management processes, debt collection and income related processes as deemed necessary by Collections Team managers.
2. To fully understand the Academic Framework, Fees Policies and all other inter-related policies, be able to explain them to colleagues and students, and provide appropriate advice when necessary.
3. To use own initiative and work within the framework set by the policies and in accordance with agreed collection procedures to ensure the timely collection of outstanding debts. Including being responsible for a range of debtors on the sales ledger (student and/or commercial), managing own workload, ensuring all daily, weekly and monthly tasks are carried out in accordance with agreed procedures and timescales.
4. To produce, review and understand customer debtor reports and use these to assist with debt collection and related processes. Including Management, review and dispatch of automated and manual collections letters in accordance with agreed collections procedures, processes and timescales.
5. To meet with students to provide face to face advice, consider their individual circumstances and determine a suitable payment plan in accordance with the set policies and procedures.
6. Provide telephone advice to students, other customers and colleagues at the Docklands and Stratford campuses when required. Including liaising with colleagues to resolve queries when necessary to assist with the collection or correction of debts. Liaising with external third parties, e.g. SLC, Sponsors, other 3rd parties as required to provide requested information, confirm funding, fee payment and/or resolve queries.
7. To undertake and assist with Write Off and Refund processes, raising refund / write off request documents for authorisation, and input of the authorised documents onto SITS and/or Agresso in accordance with the relevant procedures and timescales determined by the Head of Service.
8. To accept card payments by telephone and in person from students/sponsors/third party payers / debtors, set up or amend RCP mandates and undertake related administration processes.
9. To manage 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. Preparing documents for transfer to external storage facility in accordance with guidelines set.
10. To understand and work in accordance with Data Protection and PCI compliance regulation guidelines. Always maintaining data security.
11. To respond to mail and email enquires received in own and the shared Team(s) mailbox daily. Ensuring responses are sent in a timely and professional manner and emails/letters are forwarded to relevant colleagues/services for response when appropriate.

1. To undertake all tasks and processes, professionally and accurately with minimum supervision, within the deadlines set and in accordance with UEL financial regulations.

**KEY DUTIES AND RESPONSIBILITIES**

1. To assist the Collections Team Managers with the training of new staff members, helping and ongoing support as required.
2. To provide support to staff and students for extended working hours during moving in weekends, student enrolment at all sites, and for other periods when extended service provision maybe required.
3. To be proactive and take initiatives to review and make suggestions to improve processes and procedures, adopting best practice across the sector.
4. To provide excellent customer service, manage and maintain good relationships with internal and external stakeholders, particularly our financial services providers.
5. 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 and manage own workload.
6. To perform any other related duties as requested by the Head of Service and Deputy Director of Finance.
7. To work in accordance with the University of East London’s equality and diversity policy.

**KNOWLEDGE, SKILLS, AND EXPERIENCE**

**Essential**

* Excellent computer skills including Microsoft Excel and Word (A/I)
* Ability to work with and process financial data accurately (A/I)
* Ability to use initiative to recommend process improvements and improve customer satisfaction (A/I)
* Excellent numeric and problem-solving skills and ability to maintain high standards of accuracy (A/I)
* Ability to assimilate complex information from several sources to ensure compliance with regulations and policy (A/I)
* Good spoken and written communication skills, with the ability to communicate with staff at all levels to; explain complex information, answer telephone calls from customers and deal with queries (A/I)

**Desirable**

Experience of using Agresso and SITS (A/I)

**COMPETENCIES REQUIRED**

* Recent experience of consumer and commercial customer account management and debt collection, including meeting customers face to face and agreeing suitable debt repayment plans (A/I)
* Recent experience and understanding of debt collection processes and procedures, including pre-legal and legal actions (A/I)
* Recent experience of managing sales ledger and income received tasks (A/I)
* Recent experience of dealing with large volumes of debtor queries and enquiries face to face, by telephone and in writing (A/I)
* Recent experience of understanding and working in accordance with collections processes, procedures and related policies (A/I)
* Recent administrative experience within a busy office environment handling large amounts of data and working to deadlines (A/I)
* Experience of consumer and commercial customer account management and debt collection in HE sectors (A/I)

**EDUCATION, QUALIFICATIONS AND ACHIEVEMENTS**

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

**Desirable criteria**

A degree, accounting qualification such as AAT or professional qualification such as MCICM(Grad) (A/C)

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.

We're a disability confident employer and value all applications. Please let us know if you require any reasonable accommodations throughout the recruitment process.

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.