

## Finance Support Officer (AR Primary)

Job Ref: REQ211304

**As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.**

The Finance Office includes c.45 colleagues who deliver financial support to the University.

Teams within the department include Financial Accounts, Financial Planning and Analysis, Tax, Procurement and Financial Systems. The teams operate together to cover all aspects from transactional finance through to the development of the University's long-term financial plan and delivery of the £300m+ per annum revenue budget.

### Job Description

**Job Grade:** Administrative Services Grade 3

**Job Purpose:** The Finance Support Officer will ensure that all transactions are processed accurately in an effective and efficient manner. They must ensure compliance with all associated financial regulations, governance and statutory obligations. In addition to specific key tasks, the Finance Support Officer will also have responsibility for general administrative and business related duties

### Job Duties

#### Accounts Receivable (Primary)

1. Administration of the commercial and student debtors ledgers, including raising of invoices, customer account creation and credit control of accounts via email, telephone or liaison with external agencies
2. Assist and support students via email or over the telephone. This will include taking payments via PDQ or advising on alternative means of payment
3. To carry out general student administration using the LUSI database and Agresso financial platform to maintain and update student records
4. To act as a point of contact for all commercial partners and students, assisting with queries and providing information, and general advice and guidance, in a timely and effective manner. To work independently and use own initiative when dealing with unexpected problems and emergencies, referring more complex problems to the appropriate school or department or manager
5. Upload and maintenance of electronic financial files
6. Monitoring and maintenance of generic finance email accounts
7. Assist in the general administrative and business requirements for the main debtors ledgers

#### Accounts Payable

1. To be responsible for the accurate posting of supplier invoices including matching to appropriate purchase orders and goods received notes
2. To be proactively involved in all aspects of the Accounts Payable process, including supplier account maintenance and supplier payments
3. Collate, check and post expenses claims. Including basic tax review, dealing with queries, processing of claims and performance monitoring. Also ensuring cash advances are appropriately controlled
4. Ensure that the Administration of the Purchasing Card process operates effectively with risks minimised
5. Assist with supplier payments, either during the weekly payment runs or with one-off payments (including foreign accounts)

6. Update the supplier Masterfile, as required, including bank verification checks
7. Work closely with schools and departments to ensure the accurate and timely posting of transactions
8. Monitoring of supplier payments to ensure key payment targets are achieved

#### **Cash and Bank Management**

1. Upload and allocation of daily bank receipts
2. Management and allocation of other receipt mechanisms e.g. WPM and Flywire
3. Oversight of daily banking (cash)

#### **Administration**

1. Maintenance of performance indicator reports
2. Assist with postal duties on a rota basis
3. Where necessary assist with posting and reconciliation of bank receipts and cash handling duties
4. To liaise and assist colleagues in the various schools and departments within the University

#### **General Administration**

1. To respond to enquiries received in person, by telephone or email and take appropriate action. This will include dealing primarily with students and staff, but will also include external organisations and individuals
2. To undertake general clerical duties such as photocopying, filing, scanning and post duties
3. To provide cover for other colleagues at busy times and in cases of absence, by undertaking such duties and responsibilities which are commensurate with the grade and nature of the post
4. To ensure compliance with relevant University policies and procedures.
5. To undertake any training and development deemed appropriate for the position by the Finance Shared Services Manager or Team Leader

#### **Points To Note**

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

#### **Special Conditions**

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

#### **Organisational Responsibility**

Reports to the Accounts Receivable Team Leader.

## Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

### Essential Criteria

Area	Criteria	Stage
Experience	Experience of working in a busy finance environment	1,3
	Experience within a customer- focussed environment	1,3
	Experience of establishing and maintaining accurate electronic records	1,3
	Experience of working individually and as part of a team.	1,3
	Previous relevant experience of working in a busy office environment	1,3
Skills and abilities	Flexibility and the ability to adapt to a changing work environment	1,3
	Able to work under pressure and keep to deadlines	1,3
	Able to plan, prioritise and work independently with minimal supervision	1,3
	Excellent interpersonal, organisational, oral and written communication skills	1,3
	Able to deal with a variety of people in a professional manner	1,3
	Able to work with accuracy and attention to detail	1,2,3
	Able to maintain confidentiality	1,3
	Good practical IT skills including Microsoft Office and Outlook diary management.	1,2,3
	Experience of and ability to work within a confidential environment appropriately	1,3
	Demonstrate evidence of having undertaken further training	1,3
Training	Adopt new procedures as and when required.	1,3
Qualifications	GCSE Grade C or equivalent in English and Mathematics.	1

### Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working in a Higher Education setting.	1,3
	Experience of Loughborough University administrative procedures.	1,3
	Experience of operating within a high-performance team and achieving performance metrics	1,3
Skills and abilities	Skills using relevant Loughborough University IT systems eg Agresso, LUSI, LEARN and Microsoft Office modules (Excel, Powerpoint, Onenote)	1,3
	Understanding and knowledge of relevant legislation e.g. Data Protection Act, Freedom of Information etc.	1,3
	Fundamental understanding of business process improvement	1,3

## Conditions of Service

The position is FULL TIME and OPEN ENDED. Salary will be on ADMINISTRATIVE SERVICES Grade 3, £18,529 to £20,600 per annum, at a starting salary to be confirmed on offer of appointment.

The appointment will be subject to the University's Terms and Conditions of Employment for STAFF GRADES 1-5/STAFF GRADES 6 AND ABOVE, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which can be found [here](#).

The University offers a wide range of employee benefits which can be found [here](#).

In addition, the University is supportive, wherever possible, of flexible working arrangements.

We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see [here](#).