

Finance Support Officer (AR Primary)

Job Ref: REQ260520

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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 4

Job Purpose: The Finance Support Officer will ensure that all transactions are processed accurately in an effective and efficient manner, in line with defined policies and procedures. The range of stakeholders at the University is broad, from students to international partners and Commercial organisations. Finance Support Officer's will provide excellent customer service, issue resolution and tailored advice, escalating to management where necessary.

They must ensure compliance with all associated financial regulations, governance and statutory obligations.

Job Duties

Accounts Receivable (Primary)

1. Commercial debt
 - a. Administration of the commercial debt ledgers, including raising of invoices, customer account creation and credit control of accounts via email, telephone or liaison with external agencies
 - b. 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 manager.
2. Student debt
 - a. Assist and support students via email or over the telephone, providing consistent advice and excellent customer service. This will include accepting card payments over the phone or advising on alternative means of payment.
 - b. Administration of student accounts, analysing data to provide specific guidance on their financial position and how to make payment to the University. Where necessary, signpost students to additional support, either financial or wellbeing related.
 - c. To carry out general student administration using the student records (LUSI) database and Agresso financial platform to maintain and update student records, including entries related to Student Finance or other sponsorship arrangements.
 - d. To work independently and use own initiative when dealing with unexpected problems and emergencies, referring more complex problems to the appropriate manager.
 - e. Review, administer and action refunds in line with policy
3. Debt management – manage debts in line with debt management policy, including referrals and engagement with third party debt collection agencies.

4. Monitoring and maintenance of generic finance email accounts.
5. Upload and allocation of daily bank receipts.
6. Management of information in University receipt platforms e.g. the online student payment portals

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. Assist and support suppliers and internal customers, via email or over the telephone, providing consistent advice and excellent customer service. Provide advice over how to comply with University purchasing regulations whilst facilitating the requirement.
4. 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.
5. Ensure that the Administration of the Purchasing Card process operates effectively with risks minimised.
6. Assist with supplier payments, either during the weekly payment runs or with one-off payments (including foreign accounts).
7. Create and maintain supplier records, including accurate management of supplier bank details in line with policy.
8. Perform retrospective reviews to identify instances of non-compliance, taking action or escalating as necessary.

General Administration

1. Maintenance of performance indicator reports.
2. Compliance – undertake anti-fraud checks on supplier bank details and customer receipts in line with policy.
3. To liaise and assist colleagues in the various schools and departments within the University.
4. 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.
5. To undertake general clerical duties such as photocopying, filing, scanning and post duties.
6. 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.
7. To ensure compliance with relevant University policies and procedures.
8. To undertake training and development in line with training needs agreed with line manager.

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 outlined in the document.

Organisational Responsibility

Reports to the Accounts Receivable Manager.

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 work with, manipulate and interpret complex data.	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
	Excellent customer service skills	1,2,3
	Demonstrate evidence of having undertaken further training	1,3
	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 appointment will be subject to the [University's Terms and Conditions of Employment](#) relevant to the job grade.

Shared University Responsibilities

As a member of the Loughborough community, you are expected to:

- Take reasonable care of yourself, others and the environment, and to prevent harm by your acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Sustainability Policies & Procedures.
- Support and contribute to the University's commitment to Equity, Diversity, and Inclusion (EDI), while carrying out all duties in a way that respects these principles and upholds the right to free expression. Further information about EDI at Loughborough and our strategic aims is available on our website.

Our Purpose, Vision, and Values

Our purpose, Vision and Values underpin all that we do and shape how we work together at Loughborough.

We're proud to promote our values: **Adventurous, Collaborative, Creative, Authentic** and **Responsible**. Our people bring these values to life every day, and they are central to the positive and supportive culture that makes Loughborough unique.

If you join us, you'll be encouraged to bring these values to life in your own work and contribute to the positive, supportive culture that makes Loughborough unique.

Read more about our [vision and values](#).

Our Accreditations



We 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.



We are proud to be a [Race Equality Charter Member](#). The Charter aims to improve the representation, progression and success of all minority ethnic staff and students within higher education and address issues of racism within higher education institutions (HEIs).



We are proud to be a Disability Confident Employer and have adopted a proactive approach to employing disabled people and to creating a more diverse workforce. We ensure that our recruitment processes are inclusive and accessible. We guarantee to offer an interview to all applicants who have declared themselves with a disability, provided they meet the essential criteria for a role. We proactively anticipate and provide reasonable adjustments and support existing employees who acquire a disability or long-term condition to thrive in the workplace.



We are a real living wage employer, and our Living Wage Employer Mark shows our commitment to paying our staff according to the cost of living.



We are proud supporters of the [City of Sanctuary movement](#) and delighted to be recognised as a University of Sanctuary. This national network brings together, university staff, lecturers, academics, and students, who together work to make Higher Education institutions places of safety, solidarity and empowerment for people seeking sanctuary.

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