



Cardiff
Metropolitan
University

Prifysgol
Metropolitan
Caerdydd

JOB DESCRIPTION

Job Title:	Senior Finance Officer, Income and Payments
Department:	Finance
Location:	Llandaff Campus
Grade:	6A/B
Salary:	£38,205 - £42,978 per annum
Tenure:	Permanent
Hours:	37 hours per week
Accountable to:	Head of Income and Payments

Role Summary:

To work alongside, and deputise for when required, the Head of Income and Payments to deliver an efficient and effective service to students, customers and suppliers.

The post holder will work collaboratively with a range of stakeholders in the Schools, Professional Services and Student Services Department to ensure we are supporting the diverse requirements of our student body and the business.

The role is suited to someone who is proactive and can work to a very high degree of accuracy while managing conflicting tasks/ priorities within a busy service, providing cover and leadership to address workload peaks and staff absence whilst ensuring consistent delivery of a professional and effective service.

Principal Duties and Responsibilities:

1. Help lead the Income and Payment Teams with direct line management responsibility for the Credit Controller and Accounts Payable Team Leader.
2. Manage service level provision within the Income and Payment sections to ensure the highest service standards are met and maintained.
3. Assist with the development of policies and procedures to enhance the work of the department in consultation with Schools and Professional Services.
4. Act as a point of escalation for any queries or complaints received within the department.

5. Navigate varying payment systems to provide daily updates to the databases used to support the work of the Credit Control Team.
6. Complete regular analysis of all outstanding debt ensuring that the strict debtor procedure timelines are adhered to.
7. Lead on projects with relevant stakeholders that improve/enhance both receivables and payables; to include upgrades and implementations to large corporate systems and to support all finance department systems developments.
8. Lead on the implementation of improvements to the Credit Control and Accounts Payable processes, developed with enhancements to business processes and/or the Finance/ Student/ Payment Systems.
9. Participate in the rectification of any weaknesses in the internal systems and document/update for developments as required.
10. Prioritise, approve, action and manage the completion of requests for resource allocation, change approvals, and resolve concerns. Ensure the integrity of the operations of the Unit, including those affecting income/payment streams, legal compliance and University reputation and social responsibility.
11. To contribute to the regular review and enhancement of the work of the Credit Control team with a view to continuous improvement, working collaboratively with colleagues across the University.
12. Deputise for the Head of Income and Payments

Mae'r ddogfen hon hefyd ar gael yn Gymraeg / This document is also available in Welsh.

Standard Notification

These guidelines are provided to assist you in the performance of your role. The university is a dynamic organisation; therefore, changes may be required from time to time. Any changes will be made in consultation with the post-holder. The Summary of Duties and Responsibilities is not intended to be an exhaustive list of tasks performed. Other associated tasks are likely to be performed as directed by the line manager.

The University is committed to the highest ethical and professional standards of conduct. Therefore, all employees are expected to have due regard for the impact of their personal behaviour and conduct on the University, students, colleagues, business stakeholders and our community. Each employee must demonstrate adherence to our Code of Professional Conduct. In addition, all employees should have particular regard for their responsibilities under Cardiff Metropolitan University's Equalities, Financial, Environmental and Sustainability, People Services and Health and Safety policies and procedures.



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PERSON SPECIFICATION

Post: Senior Finance Officer, Income
and Payments

Unit/School: Finance Department

*Key

A - Application form

I - Interview

T/P - Test/Presentation

FACTORS	ESSENTIAL AND DESIRABLE CRITERIA	ASSESSMENT BY		
		A*	I*	T/P*
Education & Qualifications (Essential)	Degree or relevant professional experience. A high level of IT skills evidenced by qualification or experience.	✓ ✓		
Education & Qualifications (Desirable)	Accounting Qualification.	✓		
Knowledge (Essential)	Sound knowledge and understanding of Financial Regulations, Procedures and Processes. Sound knowledge and understanding of information technology in an office environment. Sound knowledge and understanding of accounts receivable and payable processes and procedures.	✓ ✓ ✓	✓ ✓ ✓	
Knowledge (Desirable)	A working knowledge and understanding of Unit 4 Business World accounting software or a similar Finance Ledger. A working knowledge and understanding of Student Records Systems in a FE/HE environment.	✓ ✓	✓ ✓	

<p>Skills & Abilities (Essential)</p>	<p>Excellent communication skills: an ability to express yourself clearly on the telephone and face-to-face; and to write clearly and concisely for a variety of audiences.</p> <p>A high level of evidenced IT skills.</p> <p>Commitment to providing excellent customer service.</p> <p>Excellent time management and organisational skills with the ability to deal effectively with multiple colleagues.</p> <p>Ability to stay calm under pressure and to have a positive 'can-do' attitude.</p> <p>Versatility and a willingness to respond to various changing circumstances.</p> <p>Excellent interpersonal skills with an ability to build good working relationships.</p> <p>The ability to identify and solve problems effectively and efficiently.</p> <p>Ability to relay financial information to customers and suppliers in a clear and concise way.</p> <p>Ability to work to demanding deadlines with a high degree of accuracy.</p> <p>Ability to act with discretion and a commitment to maintain confidentiality.</p> <p>Flexibility to work efficiently with colleagues and students with either a financial or non-financial background.</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p>Skills & Abilities (Desirable)</p>	<p>Ability to motivate and influence staff in a wide range of roles.</p>	<p>✓</p>	<p>✓</p>	
<p>Experience Paid/Unpaid (Essential)</p>	<p>Significant experience of working in a financial related function within a large, complex organisation.</p> <p>Significant experience of computerised accounting systems.</p> <p>Experience of delivering change or system implementation.</p> <p>Experience of documenting procedures.</p> <p>Experience of managing staff.</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	

<p>Experience Paid/Unpaid (Desirable)</p>	<p>Significant experience of using a large corporate finance system</p> <p>Experience of managing a team within Higher Education or similar sector.</p> <p>Significant experience of administering on-line payment systems.</p> <p>Experience of completing complex reconciliations Significant experience of accounts receivable processes and procedures with particular emphasis on student related debt.</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p>Other Requirements (Essential)</p>	<p>Ability to meet the requirements of UK 'right to work' legislation.</p> <p>Reliability and good timekeeping.</p> <p>A flexible approach to work to assist as and when required, and to cover peaks in activity.</p>	<p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p>	
<p>Other Requirements (Desirable)</p> <p>Welsh Language Skills</p>	<p><u>Listening, Writing, Speaking, Reading</u></p> <p>A1 - Beginner Can understand and use familiar everyday expressions and very basic phrases in Welsh.</p>	<p>✓</p>		