



Cardiff  
Metropolitan  
University

Prifysgol  
Metropolitan  
Caerdydd

## JOB DESCRIPTION

<b>Job Title:</b>	Accounts Receivable Assistant
<b>Department:</b>	Finance
<b>Location:</b>	Llandaff Campus
<b>Grade:</b>	3A/B
<b>Salary:</b>	£24,533 - £27,181 per annum
<b>Tenure:</b>	Permanent
<b>Hours:</b>	37 hours per week

### Role Summary:

To work with the Credit Control Team to provide an effective and responsive customer focused service to manage both tuition and accommodation fees, external funding, trade debt and collections.

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

They will require the ability to think logically and apply knowledge of the complex and diverse funding eligibility entitlement criteria, while adhering to strict financial compliance regulations & to debt recovery legislation.

The post holder will be expected to maintain a high degree of professionalism with both external and internal stakeholders, building and maintaining relationships to facilitate a smooth end-to-end process.

The post holder will be required to represent the Finance Department at internal Enrolment and Open Day events.

This role is suited to someone who is proactive and can work to a high degree of accuracy while managing conflicting tasks/ priorities within a busy service.

### Main Duties and Responsibilities:

1. Provide front line customer focussed financial support and advice to Students, Schools and Professional Services; maintain student

confidentiality and enhance the student experience within Cardiff Met. This will include face to face, Teams, phone, and email contacts.

2. To contribute to the regular review and enhancement of the work of the Credit Control Team.
3. To accurately record and process all financial transactions in accordance with the accounting timetable relating to income ensuring the timely and accurate, raising of bill, collection of debts, coding of transactions in line with the proper authorisation levels.
4. On-going updates and support of the University on-line payment systems.
5. A regular analysis of student enrolment history based on the data in the Student Record and Finance systems to ensure that income due to the University is realised and any queries raised are resolved.
6. Assist in the setup of payments and payment plan instalments with students and other debtors of the University. Monitor and maintain agreements, seeking swift resolution of any default.
7. Open, control and distribute post received into the department.
8. Copy and file all documents in accordance with financial procedures.
9. Review financial documents for proper completion including authorisation and coding.
10. Other tasks, as required and commensurate with the grade.
11. All necessary training will be provided.

***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 contract. 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 technical 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.**



**PERSON SPECIFICATION**

Post: Accounts Receivable Assistant  
 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)	5 GCSEs (or equivalent) grade C or above, to include English and Maths.  2 A Levels passes or more than 2 years' experience working in a central finance department	✓  ✓		
Education & Qualifications (Desirable)	Degree or equivalent Accountancy qualification	✓		
Knowledge (Essential)	Knowledge of Financial Regulations, Procedures and Processes.  Sound knowledge and understanding of information technology in an office environment.	✓  ✓  ✓	✓  ✓  ✓	
Knowledge (Desirable)	A working knowledge and understanding of Unit 4 Business World accounting software.  A working knowledge and understanding of Student Records Systems in a FE/HE environment.	✓  ✓	✓  ✓	

<p><b>Skills &amp; Abilities (Essential)</b></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>Commitment to providing excellent customer service.</p> <p>The ability to work in a busy environment with the minimum of supervision and as part of a team, and to provide flexible support to colleagues.</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 information to customers 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><b>Skills &amp; Abilities (Desirable)</b></p>				
<p><b>Experience Paid/Unpaid (Essential)</b></p>	<p>Experience of providing excellent customer service and a strong commitment to the principles of delivering excellent customer service.</p> <p>Good skill levels in the operation of various MS Packages, particularly Excel.</p>	<p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p>	

<p>Experience Paid/Unpaid (Desirable)</p>	<p>Experience of working in a financial related function within a complex organisation.</p> <p>Experience of accounts receivable processes and procedures.</p> <p>Experience of computerised accounting systems such as the Unit 4 Finance System (Agresso).</p> <p>Experience of administering on-line payment systems.</p> <p>Experience of working in the HE sector.</p> <p>Experience of working with student related debt.</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>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><b>A1 - Beginner</b></p> <p>Can understand and use familiar everyday expressions and very basic phrases in Welsh.</p>	<p>✓</p>	<p>✓</p>	