Fees Adviser

<table>
<thead>
<tr>
<th>Job Reference:</th>
<th>8585</th>
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<tbody>
<tr>
<td>Department:</td>
<td>Student Experience Directorate</td>
</tr>
<tr>
<td>Grade/ Salary:</td>
<td>Grade 4 (£26,577 – £29,486)</td>
</tr>
<tr>
<td>Contract Type:</td>
<td>Permanent</td>
</tr>
<tr>
<td>Hours:</td>
<td>Full time</td>
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<tr>
<td>Location:</td>
<td>New Cross, London</td>
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Closing date for applications: **1 April 2019**

Interviews: **Week Commencing 15 April 2019**

Goldsmiths

Goldsmiths, University of London is a world-leading centre of educational excellence where ground-breaking research meets innovative teaching and thinking. We're looking for inspiring and talented people to help build on our global reputation while also growing personally in a true learning organisation.

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Passionate about advancing equality and celebrating diversity. Together, we are different.
The student experience is at the centre of everything we do here at Goldsmiths. Whether it be through our research inspired teaching, an ever innovative curriculum or vibrant extracurricular and support offering, we have an unshakeable commitment to improving the experience of our diverse population.

The Student Experience Directorate is the part of Goldsmiths Professional Services that leads on the development and provision of outstanding student facing services. The directorate is responsible for ensuring that every student at Goldsmiths has an excellent student experience.

The Directorate is made up of five areas:
1. Student Recruitment
2. Student Administration
3. Student Support Services
4. Library Services
5. Careers & Employability

Working collaboratively the directorate aims to attract the best talent possible to Goldsmiths, to steward them through from enquiry to application and enrolment, and the subsequently into their student experience and to support them to be successful students and graduates. The team coordinates a full suite of co-curricular activities in order to develop and support our students and works in partnership with our academic departments.

The Department

Student Administration is made up of two teams:

- **The Registry Operations Team** who focus on the student-centred day-to-day and business as usual activities of Student Administration such as enrolment, student fees processes, student records maintenance and student assessment. Where these processes are devolved the Team provide support and advice to colleagues across the University and lead training and process continuous
improvement and periodic reviews.

- **The Student Systems and Data Team** comprises of a single unit which develops, maintains and supports the primary student-focused, business-critical systems that underpin student administration processes across the University. They work closely with colleagues in the Registry Operations team and elsewhere to ensure that both statutory and process review requirements are delivered effectively and informed by systems improvements.

**The Role**

Your primary duties will be to provide clerical support within the Fees Team but you will also occasionally work to support other Registry teams as business needs require.

Reporting to: Fees Team Leader

**Main Duties:**

- Actively contribute and engage with the aim of the continuous improvement of student-related data quality and integrity. This includes working collaboratively with colleagues across the Student Administration and the wider University community to ensure data is accurate and consistent and enables reporting across systems.

- Proactively work with colleagues across the Directorate and throughout the University to ensure a cohesive, effective, and informed Student Experience service and teams.

- To promote the activity of Academic Administration and the SED Directorate by building effective relationships with internal stakeholders.

- Support and contribute to the delivery of the Student Experience Directorate (SED) frontline services – including advice and guidance through Student Advice and Information Desk as required and attendance at events including Open Days, graduation ceremonies, and corporate events.

- At all times to comply with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018, and College and Service information handling procedures.

- At all times to carry out your responsibilities with due regard to the College Code
on Equality and Diversity / Dignity at Work Policy.

- At all times to help maintain a safe working environment by attending as necessary and following the College’s Health and Safety Codes of Practice and Policy.
- In addition you will be required to undertake any other duties as may reasonably be required.

**Specific Duties:**

- Provide advice on fees Regulations, processes and procedures, Student Loans, US Loans and Bursaries to students, academic staff and colleagues within the department and professional services.
- Advising on and assessing students Fee status.
- Contact enrolled students who have failed to pay tuition fees through the generation of reminder letters through the Goldsmiths finance system.
- Answer email, telephone and postal enquiries regarding fees issues in accordance with service protocols and performance indicators.
- Preparing invoices for student fees following Service procedures.
- Provide receipts for tuition fee payments by cheque, credit card, direct debit, following Service procedures using the Goldsmiths’ finance system.
- Input payment, sponsor and other required data on the Student Record System and Student Loans Portal.
- Process Direct Debit Mandates for fee payment.
- Calculate and prepare paperwork for signature by the Fees Manager to facilitate refunds to students when required.
- Prepare statement of accounts for students.
- Provide general clerical assistance as directed by the Fees Team Leader, including filing and maintenance of records.
- To support the wider work of Registry and Student Administration, working within or to support other teams as directed by the Fees Team Leader in response to service operational needs.
- To contribute to team work to ensure business continuity following the failure of, or damage to, vital services or facilities.

**Additional Information**
In periods of pressure during enrolment/welcome and examinations when the Department is particularly busy annual leave will not normally be permitted to be taken. Leave restrictions will be in place during a three-week period in September/October, to include the week prior to main undergraduate enrolment, welcome week and the first week of teaching. Leave restrictions will also be in place during the three-week period in May-June during which the main undergraduate examinations take place. Specific dates of these restrictions will be confirmed at the start of each leave year. During the start of the academic year (September & October) the Fees Team is particularly busy, you may be required to work additional hours or on weekends to cover demands of the service and wider department. As much notice as possible will be given of this. Additional hours will normally be compensated by time off in lieu.

Staff are expected to portray a positive image at all times, both internally and externally of the Service by displaying high standards of service, integrity, punctuality, politeness and professionalism.

**Person Specification**

Detailed below are the types of qualifications, experience, skills and knowledge which are required of the post holder. Selection will be made upon evidence of best-fit with this criteria.

The Essential criteria sections show the minimum essential requirements for the post, therefore if you cannot demonstrate in your application you meet the essential criteria categorised below, you will not be invited to interview. The Desirable criteria sections show additional attributes which would enable the applicant to perform the role more effectively with little or no training.

The Category column indicates the method of assessment:

- **A** = Application form
- **C** = Certificate
- **I** = Interview
- **R** = Reference
- **T** = Test
- **P** = Presentation
## Essential Criteria 1 – Qualifications

| Educated to A level standard or equivalent, or have relevant work experience | A, C, I |

## Essential Criteria 2 – Experience

| Proven administrative work experience | A, R, I |
| Proven experience of using computerised records systems, preferably within Higher Education (HE) | A, R, I |
| Proven work experience within a customer service focused setting | A, R, I |
| Experience of working with students/customers from a diverse range of cultural and social backgrounds | A, R, I |

## Desirable Criteria 2 – Experience

| Experience of using computerised finance systems | A, R, I |
| Proven experience of working in a financial environment | A, R, I |
| Experience of working within HE or knowledge of the HE sector | A, R, I |

## Essential Criteria 3 – Knowledge

| Advanced knowledge and competent use of the Microsoft Office suite especially Word, Excel, Access and Outlook | A, I, R |

## Essential Criteria 4 – Skills

| High level of numeracy and computer literacy | A, R, I |
| Excellent communication skills including written and oral skills | A, R, I |
| Exceptional level of attention to detail and accuracy | A, R, I |
| Ability to respond to enquiries from a broad section of the community including staff, students, and external enquirers | A, R, I |
| Ability to build and maintain good relationships with a wide range of colleagues and external contacts | A, R, I |
| Ability to work under pressure and to deadlines whilst maintaining a flexible approach to work | A, R, I |
| Ability to prioritise different tasks over different timescales | A, R, I |
| Ability to work on own with minimum supervision, and plan and organise own workload | A, R, I |
| Proven ability to work as a member of a team | A, I, R |

**Additional Attributes**

| Flexible approach with the ability to adapt to the changing demands within Student Services according to current priorities | A, I, R |
| An awareness of current issues in HE | A, I, R |
| Excellent interpersonal skills | A, I, R |
| Willingness to undertake training when required | A, I, R |
| Ability to remain calm and professional within a busy and pressured environment | A, I, R |

Please also note that where qualifications are required, employment is conditional on the verification of them. Qualifications (must be original documents) will be checked on the first day of appointment.

For more information about the role, please contact Glynn Francis, tel: 0207 919 7526, e-mail: g.francis@gold.ac.uk
Summary of Benefits

If you choose to work with us, you’ll become part of a learning organisation that is committed to professional and personal development, with a comprehensive and innovative staff development programme.

You’ll also have access to frequent lunchtime and evening talks, seminars and performances, and annual performance and development reviews.

Our other benefits include:

- Competitive salary
- Working in Zone 2, with fantastic transport links and interest free travel to work loans
- Excellent annual leave entitlement plus additional closure days at Christmas and Easter
- Membership of USS or LPFA pension scheme
- Access to exclusive discounts, including high street retailers
- Maternity, paternity and adoption leave and pay and tax efficient childcare voucher scheme
- Contractual sick pay provision
- Free eye tests
- Wellbeing initiatives including the Chaplaincy and Staff Choir
- On-site dining facilities and gym
- Access to University of London facilities such as Senate House Library

Further information

For more information about Goldsmiths, please visit: www.gold.ac.uk/about.

We can supply information in alternative formats for people with a visual impairment or dyslexia. For this please contact hr@gold.ac.uk, or visit www.gold.ac.uk/hr.

Thank you for your interest in working with us, we wish you all the best with your application.