

JOB DESCRIPTION

FINANCE

Job title: Finance Administrator (Online students)

Grade: This post has been evaluated at Grade 3

Responsible to: Manager of Student Finance

Date: August 2025

Job purpose

This post is responsible for the processing and monitoring of income and credit control for the University including the joint venture company, Falmouth Exeter Plus.

Main duties and responsibilities

1. Maintenance of the sales ledger accounts on the finance system with respect to all income. This will include invoicing, processing credit notes and receipts, general enquiries and the operation of credit control procedures, and implementing sanctions for overdue payments. Process deposit refunds at the end of the financial year.
2. Prepare and review weekly debt reports and make decisions regarding prioritising debt chasing requirements. Actively pursue student debts as and when they fall due in accordance with the University's policies. This may involve contact by email, letter, via Teams and telephone.
3. Deal with queries within the above remit from colleagues and students and facilitate communication within the finance team. Update the Manager of Student Finance on a regular basis to ensure workload can be planned and messages to students are consistent.
4. Support the income team in the maintenance and recording of the fees ledger and associated systems.
5. Contact the Student Loan Company in respect to unpaid amounts and to submit Change of Circumstances notifications.
6. To ensure that all data is managed in accordance with statutory legislation and guidance and that all records are accurate and up to date and confidentiality of records is strictly observed.
7. To provide regular and ad-hoc reports to support management and forecast decisions.

8. To contribute to the development of other members of the team and provide support in terms of legislative or organisational changes.
9. To provide cover for other members of the income team as appropriate.
10. To ensure effective arrangements are in place to cover the duties of the post throughout normal working hours, including participation in any departmental arrangements for dealing with customer enquiries (e.g. telephone cover/office cover).
11. Attend weekly meetings with the online Student Experience team.

General duties and responsibilities

1. To perform to high professional standards.
2. To manage independently any errors or concerns at the earliest opportunity or notify a senior member of staff as appropriate.
3. To use initiative to determine priorities, work with autonomy, and work effectively with senior colleagues.
4. To be responsible for your own continuing self-development.
5. To undertake other duties not specifically stated above, which from time to time are necessary for the effective performance of the University's business without altering the nature or level of responsibility involved.
6. To work within and actively support the equality and diversity policies and practices of Falmouth University.
7. To participate in the University's Annual performance Development Review Process.

Health and safety at Falmouth University

The University takes health and safety matters very seriously. All staff have a responsibility to take reasonable care of the health and safety of themselves and others who may be affected by their actions and omissions. They also have a duty to comply with the University arrangements for health and safety.

Staff with responsibility for others must ensure the proper enactment of University policy within their areas in line with levels of responsibility set out in the University's Health and Safety Policy.

Health & safety requirements

- In relation to health and safety you must comply with all relevant legal requirements. You are specifically responsible for ensuring that:
- You comply with safe systems of work in operation within your work area.
- You work co-operatively with other staff who have responsibility for health and safety requirements.
- You report any health and safety concerns to your manager or other responsible member

of staff as soon as these are identified.

- You attend training as appropriate to your role (see the relevant health and safety training grid for requirements).
- You may be required to undertake duties as first aider (for which a separate allowance is paid).

PERSON SPECIFICATION

Job title: Finance Administrator: Sales

Attributes	Essential requirements	Desirable requirements
Education and qualifications	Good general level of education including English and Maths or equivalent work based experience.	Basic level of accounting principles.
Experience and knowledge	Experience of credit control procedures. Experience of using a fully integrated finance system. Strong IT skills and proficient in Microsoft Office applications. Recent and relevant experience gained in a similar role	Experience using Cloud based accounts software. Experience using a customer database. Experience in Higher Education or other Public Sector environment.
Skills and personal requirements	High standard of numeracy, literacy and analytical skills. Excellent communication and customer service delivery skills including tact, diplomacy and sensitivity; able to work positively with colleagues at all levels to work effectively and proactively as a team. Ability to have difficult conversations with students in respect of debt management. Ability to tailor communications to be understood by non-finance staff. Excellent organisational and time management skills; with the ability to work independently, proactively and prioritise workload to meet deadlines and conflicting demands whilst retaining a high standard of accuracy and attention to detail.	Experience of Office365, Microsoft Teams and SharePoint online.

	An ability to analyse and solve problems, using own initiative and guidance and capability to identify and suggest improvements to the service provided. An ability to handle sensitive and confidential issues and manage conflict effectively. Hours of work across the department will be in accordance with normal office opening hours and post holders will be required to work at times which ensures effective service is maintained throughout the working day/week/year. The post holder will be required to travel to all campuses and will be able to work from home for a maximum of two days a week (after training) if desired.	
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