



Job Title: Accounts Receivable Assistant

Unit/School: Finance

Grade: 3A/B

HERA: FIN04

Core purpose of role

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.

Key responsibilities and contributions

- Provide frontline 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 contact.
- To contribute to the regular review and enhancement of the work of the Credit Control Team.
- To accurately record and process all financial transactions in accordance with the accounting timetable relating to income, ensuring the timely and accurate raising of bills, collection of debts, coding of transactions, in line with the proper authorisation levels.
- On-going updates and support of the University on-line payment systems.
- 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.

- 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.
- Open, control and distribute post received into the department.
- Copy and file all documents in accordance with financial procedures.
- Review financial documents for proper completion including authorisation and coding.
- Support the Credit Controller and Deputy Credit Controller with routine and ad-hoc tasks and housekeeping.
- Other tasks, as required and commensurate with the grade.

Person specification

Essential qualifications / Professional memberships

- 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

Essential experience, knowledge and skills

1. Knowledge and understanding of Financial Regulations, Procedures and Processes.
2. 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. This includes flexibility to work efficiently with colleagues and students with either a financial or non-financial background.
3. Experience of providing excellent customer service. A commitment to maintaining discretion and confidentiality.
4. 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.
5. Excellent time management, organisational skills and reliability including the ability to work to demanding deadlines with a high degree of accuracy.
6. Ability to stay calm under pressure and to have a positive 'can-do' attitude.
7. Versatility and a willingness to respond to various changing circumstances.
8. Excellent interpersonal skills with an ability to build good working relationships.
9. The ability to identify and solve problems effectively and efficiently.
10. Knowledge and understanding of IT in the office environment. Good skill levels in the operation of various MS Packages, particularly Excel.
11. Ability to meet the requirements of UK 'right to work' legislation.
12. A flexible approach to work to assist as and when required, and to cover peaks in activity.

Desirable

1. Degree or equivalent Accountancy qualification.
2. A working knowledge and understanding of various databases for example (but not limited to):
 - a. Unit 4 Business World accounting software
 - b. Student Records Systems
 - c. Unit 4 Finance System (Agresso)

- d. On-line payment systems
- 3. Experience of accounts receivable processes and procedures, ideally student related debt. Experience of working in the HE sector or of working in a financial related function within a complex organisation.

Welsh skill requirements

Welsh is essential to our students and staff and is a key part of our provision and services. For every position at Cardiff Met, proficiency in Welsh language is either essential or desirable. You can find information about the levels by viewing our booklet: [Welsh language skills levels](#). If a skill is listed as essential in the table below, please ensure you demonstrate this in your online application form.

Language level and general descriptor	Listening	Reading	Speaking	Writing
A1 – Beginner Can understand and use familiar everyday expressions and very basic phrases in Welsh.	Desirable	Desirable	Desirable	Desirable
A2 - Basic user Can deal with simple, straightforward information and communicate in basic Welsh.				
B1 - Intermediate user Can communicate, to a limited level, in Welsh about things that are familiar and/or work related.				
B2 - Upper intermediate user Can express myself in Welsh on a range of topics and understand most of a conversation with a native speaker.				
C1 - Fluent user Can communicate fluently in Welsh.				
C2 - Master user Can communicate fluently on complex and specialist matters in Welsh.				

Disclosure & Barring Service requirements

This post does not require a DBS check.



Supporting information

The University is a dynamic organisation and changes may be required from time to time. This job description and person specification is not intended to be exhaustive.

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 policies and procedures.