

# Job Description

Accounts Receivable & Income Officer

Finance

Directorate of Finance, Planning & Performance



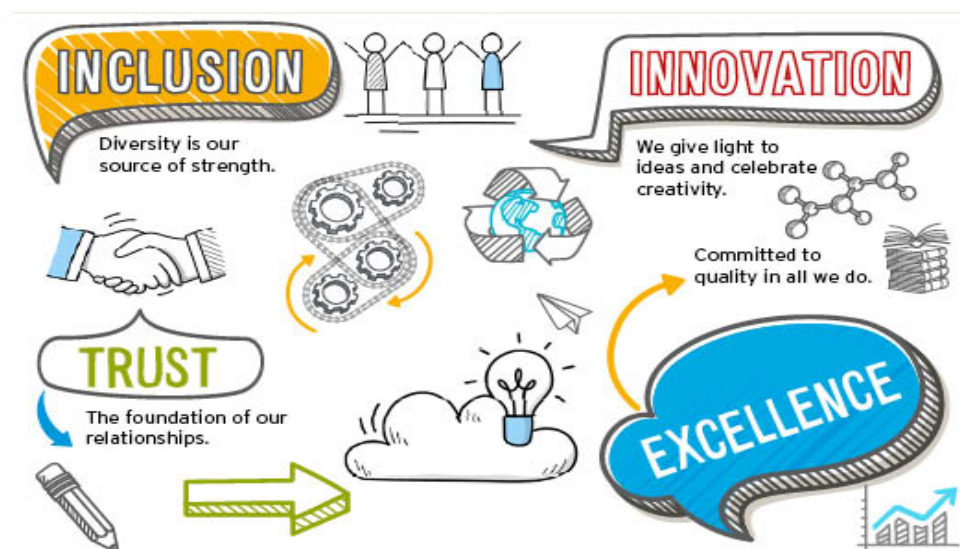
## Brief summary of the role

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|-------------------------|------------------------------------------------|
| Role title:             | Accounts Receivable & Income Officer           |
| Grade:                  | 5                                              |
| Faculty or Directorate: | Directorate of Finance, Planning & Performance |
| Service or Department:  | Finance                                        |
| Location:               | Main Campus                                    |
| Reports to:             | Income Operations Manager                      |
| Responsible for:        |                                                |
| Work pattern:           |                                                |

# About the University of Bradford

## Values

At the University of Bradford, we are guided by our core values of Excellence, Trust, Innovation, and Inclusion. These values shape our approach and our commitment to making diversity, equity, and inclusion part of everything we do – from how we build our curriculum to how we build our workforce. It is the responsibility of every employee to uphold the university values.



## Equality, Diversity, and Inclusion (EDI)

At the University of Bradford, we are guided by our core values of Excellence, Trust, Innovation, and Inclusion. These values shape our approach and our commitment to making diversity, equity, and inclusion at the heart of everything we do.

We foster a work environment that's inclusive as well as diverse, where staff can be themselves and have the support and adjustments to be successful within their role.

We are dedicated to promoting equality and inclusivity throughout the university and have established several networks where individuals can find support and safe places fostering a sense of belonging and acceptance. We are committed to several equality charters such as Athena Swan, Race Equality Charter, Disability Confident and Stonewall University Champions Programme..

## Health, safety, and wellbeing

Health and Safety is a partnership between employee and employer each having responsibilities, as such all employees of the University have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions.

It is the responsibility of all employees that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

Managers should note they have a duty of care towards any staff they manage; academic staff also have a duty of care towards students.

All colleagues will need to ensure you are familiar with any relevant Health and Safety policies and procedures, seeking advice from the Central University Health and Safety team as appropriate.

We are registered members of the University Mental Health Charter. This visibly demonstrates our commitment to achieving cultural change in student and staff mental health and wellbeing across the whole university, whilst supporting the vision of our People Strategy to create a culture and environment of transformational diversity, inclusion and social mobility, creating a place where our values come to life and are evident in our approach.

## Information governance

Employees have a responsibility for the information and records (including student, health, financial and administrative records) that are gathered or used as part of their work undertaken for the University.

An employee must consult their manager if they have any doubts about the appropriate handling of the information and records with which they work.

All employees must always adhere to data protection legislation and the University's policies and procedures in relation to information governance and information security.

Employees will be required, when and where appropriate to the role, to comply with the processing of requests under the Freedom of Information Act 2000.

## Criminal record disclosures and working with vulnerable groups

Depending on the defined nature of your work and specialist area of expertise, the University may obtain a standard or enhanced disclosure through the Disclosure and Barring Service (DBS) under the Rehabilitation of Offenders Act 1974.

All employees of the University who have contact with children, young people, vulnerable adults, service users and their families must familiarise themselves, be aware of their responsibilities and adhere to the University's policy and Safeguarding Vulnerable Groups Act 2006.

The University is committed to protect and safeguard children, young people and Vulnerable Adults.

Suitable applicants will not be refused positions because of criminal record information or other information declared, where it has no bearing on the role (for which you are applying) and no risks have been identified against the duties you would be expected to perform as part of that role.

## Role holder: essential and desirable attributes

### Qualifications

|                  |                                                                                                                                                                                                                                                                                                                 |
|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Essential</b> | <ul style="list-style-type: none"><li>• Level 2 qualification e.g. GCSE - grades 9-4 or grades A*, A, B, C including Maths and English or substantial relevant practical experience.</li></ul>                                                                                                                  |
| <b>Desirable</b> | <ul style="list-style-type: none"><li>• Membership of the Association of Higher Education Professionals (AHEP), formerly called the Association of University Administrators (AUA), or related professional body.</li><li>• Experience in finance or working towards a finance-related accreditation.</li></ul> |

### Experience, skills, and knowledge

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| <b>Essential</b> | <ul style="list-style-type: none"><li>• Experience of working within an Accounts Receivable, income, cashiering or finance administration environment.</li><li>• Experience of processing high volumes of financial transactions accurately</li><li>• Experience of working with debtor ledgers, invoicing, payments and reconciliations</li><li>• Experience of providing customer service in a busy finance or administrative environment.</li><li>• Ability to use Microsoft Office applications, particularly Excel and Word.</li><li>• Experience of using finance systems, databases and electronic payment systems.</li></ul> |
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|                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                  | <ul style="list-style-type: none"> <li>• Strong organisational and time management skills.</li> <li>• Ability to investigate and resolve financial discrepancies and customer queries.</li> <li>• Ability to work accurately to tight and conflicting deadlines.</li> <li>• Understanding of financial controls, audit requirements and data confidentiality.</li> <li>• Strong verbal and written communication skills.</li> <li>• Ability to work independently and as part of a team.</li> </ul> |
| <b>Desirable</b> | <ul style="list-style-type: none"> <li>• Experience within Higher Education or a large complex organisation.</li> <li>• Knowledge of direct debit systems and instalment plan administration.</li> <li>• Experience of PCI-DSS compliance and financial regulatory procedures.</li> <li>• Experience of working with student finance processes.</li> <li>• Experience of identifying and implementing process improvements.</li> </ul>                                                              |

## **Main purpose of the role**

To provide a comprehensive Accounts Receivable and Income service across the University, ensuring the accurate collection, recording, reconciliation and administration of income and debtor accounts.

The postholder will support the effective management of student and commercial debtors, maintain debtor records and payment plans, process invoices and payments, reconcile accounts, and provide high-quality customer-focused financial support to students, staff and external customers.

The role requires strict adherence to financial regulations, audit requirements, data protection legislation and University procedures, whilst maintaining high standards of accuracy, integrity, accountability and customer service.

## **Main duties and responsibilities**

*Note: The list below may vary to include other reasonable requests (as directed by university management) which do not change the general character of the job or the level of responsibility entailed*

1. Maintain accurate debtor and customer account records across finance and student systems, ensuring records are complete, accurate and up to date.
2. Raise, process and distribute invoices, credit notes, refunds and payment reminders in accordance with University procedures.
3. Collect, record, receipt and allocate payments received through multiple payment methods including online payments, direct bank transfers, card payments, direct debits and electronic payment systems.
4. Set up, monitor and maintain student and commercial instalment/payment plans, ensuring timely collection of tuition fees and other debts.
5. Administer and maintain direct debit arrangements and associated reporting processes.
6. Review daily exception reports, suspense accounts and debtor ledger reconciliations, investigating discrepancies and undertaking corrective action where appropriate.
7. Upload and allocate electronic payment files, ensuring accurate processing and retention of audit records.
8. Prepare refunds and account adjustments in line with financial controls and audit requirements.
9. Act as a primary point of contact for customer enquiries received by telephone, email and face to face, delivering a professional and customer-focused service.
10. Provide advice and guidance to students, staff and customers regarding payment methods, instalment arrangements, financial procedures and debtor account queries.

11. Investigate and resolve non-standard financial queries, account anomalies and payment discrepancies, escalating issues where necessary.
12. Maintain accurate audit trails and ensure compliance with GDPR, PCI-DSS, financial regulations and University policies and procedures.
13. Support the monitoring and governance of income collection processes, identifying risks, control weaknesses and opportunities for process improvement.
14. Assist in the preparation of regular and ad-hoc financial reports for internal stakeholders.
15. Support compliance activity relating to petty cash, till floats, safes, payment systems and associated financial controls.
16. Liaise with internal departments, external customers and banking partners to resolve payment and account issues efficiently.
17. Contribute to maintaining a safe, secure and compliant working environment within Finance Operations.
18. Review and maintain process documentation to support consistency, audit compliance and business continuity.
19. Contribute positively to team objectives and provide support across the wider finance function as required.
20. As a university citizen supporting key student events throughout the year such as Open days, clearing, enrolment, and Graduation.