

Post Details		Last Updated: 07/09/2017	
Faculty/Administrative/Service Department	Financial Transactions – Finance Services Team		
Job Title	Finance Assistant – Finance Services		
Job Family	Professional Services	Job Level	2b
Responsible to	Finance Services Team Leader		
Responsible for (Staff)	n/a		
<u>Job Purpose Statement</u>			
To be part of the team responsible for processing Order to Cash and Purchase to Pay transactions, providing support to University faculties and departments. To assist in other areas of Finance as required.			
This team is one of three within Financial Transactions Services, providing a Shared Service for coordination of financial transactional processes covering both Purchase to Pay (P2P) and Order to Cash (OTC).			
<u>Key Responsibilities</u> This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum)			
<div>1. Providing first line support for customer queries both internal and external.</div> <div>2. Processing non tuition sales orders / invoices</div> <div>3. Processing purchase invoices from receipt to payment</div> <div>4. Processing staff, student and visitor expenses end to end</div> <div>5. Processing all non purchase order and non invoice transactions, to include e-invoice and all supplier uploads</div> <div>6. Receipting and posting / allocating funds through manual processing or upload</div> <div>7. Obtaining documentation required refunds in accordance with relevant policies and procedures</div> <div>8. Reconcile Supplier and Customer statements</div> <div>9. Provide cover for other Finance Services team members (including the cash office) when required</div> <div>10. Storing and maintaining documentation in accordance with University policy</div>			
N.B. The above list is not exhaustive.			
All staff are expected to: <ul style="list-style-type: none">Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.Undertake such other duties within the scope of the post as may be requested by your Manager.Work supportively with colleagues, operating in a collegiate manner at all times.			
Help maintain a safe working environment by: <ul style="list-style-type: none">Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.Following local codes of safe working practices and the University of Surrey Health and Safety Policy.			
<u>Elements of the Role</u> This section outlines some of the key elements of the role, which allow this role to be evaluated within the University’s structure. It provides an overview of what is expected from the post holder in the day-to-day operation of the role.			
<u>Planning and Organising</u> <ul style="list-style-type: none">Operate with supervision from the Finance Services Team Leader in the day-to-day planning, organising and performance (to an agreed quality standard and specification) of a range of financial administrative activities. The post holder is expected to demonstrate initiative in the arrangement of their immediate work priorities, including successfully managing any conflicting demands, possessing a basic awareness of the options available and being			

able to make effective and appropriate decisions in order to meet agreed deadlines and ensure events are dealt with promptly.

- The post holder must be a confident communicator as they are required to liaise with University colleagues and external and customer (including staff and students) in order to ensure that any issues arising are dealt with promptly and efficiently specifically in relation to debtors to enable payments to be processed in a timely manner.

Problem Solving and Decision Making

- The post holder is expected to demonstrate initiative in the arrangement of their immediate work priorities, including successfully managing any conflicting demands, possessing a basic awareness of the options available and being able to make effective and appropriate decisions in order to meet agreed deadlines and ensure events are dealt with promptly
- Within the scope of the role, the post holder will be presented with a variety of financial-related administrative issues, where the most appropriate course of action will be a matter of choice, influenced by prior exposure or experience. In other instances work actions are very well defined procedurally and the post holder is able to reference and apply established policies and procedures, in order to determine a suitable course of action/outcome.
- The post holder is required to maintain records of issues and to work with users to ensure resolution is achieved within reasonable timescales. Although the role is covered by standard instructions and procedures/regulations, there may on occasion be some latitude to alter the sequence of procedures, based on varying situations encountered.

Continuous Improvement

- The post holder may be required to suggest improvements or developments to current working practices in consultation with the Finance Services Team Leader, in order to ensure the smooth running of the services they provide.

Accountability

- The post holder may occasionally experience more unusual queries or issues, where there is no formal guidance or trouble shooting. In these cases the post holder is required to interpret past precedents and apply their judgement to determine an appropriate course of action or where resolution is not straightforward to refer the matter to the Finance Services Team Leader for guidance/resolution.
- Once established the post holder will act as a point of contact and provide information for other staff members, including temporary or agency staff in all areas. They will operate under the supervision of the Finance Services Team Leader and usually within relevant guidelines and procedures.

Dimensions of the role

- The post holder will not have any direct line management or budgetary responsibilities
- The post holder will need to be diplomatic, and have strong negotiation and interpersonal skills to deal with debtors and the recovering of overdue payments.

Supplementary Information

- The post holder from time to time may be required provide cover for colleagues in the other teams which make up the Shared Service Centre. It is therefore essential that the post holder is willing to learn and undertake a wide range of tasks.

Person Specification This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.

Qualifications and Professional Memberships

**Essential/
Desirable**

GCSE or equivalent in Maths and English

E

Technical Competencies (Experience and Knowledge) This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance).

**Essential/
Desirable**

**Level
1-3**

Some relevant finance administrative experience

E

3

Experience of providing customer service (internal and external)

E

3

Excellent IT skills, particularly in MS Office packages, and familiarity with databases

E

2

A proactive approach, with the ability to use initiative in dealing with issues as well as a flexible approach to work, able to multi-task, satisfying the needs to different groups

E

2

Accuracy and attention to detail

E

2

Experience of the Higher Education Sector

D

1

Core Competencies This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade.

**Level
1-3**

Communication

2

Adaptability / Flexibility

2

Customer/Client service and support

2

Planning and Organising

1

Continuous Improvement

1

Problem Solving and Decision Making Skills

1

Managing and Developing Performance

N/A

Creative and Analytical Thinking

N/A

Influencing, Persuasion and Negotiation Skills

N/A

Strategic Thinking & Leadership

N/A

This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.

Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.

Organisational/Departmental Information & Key Relationships

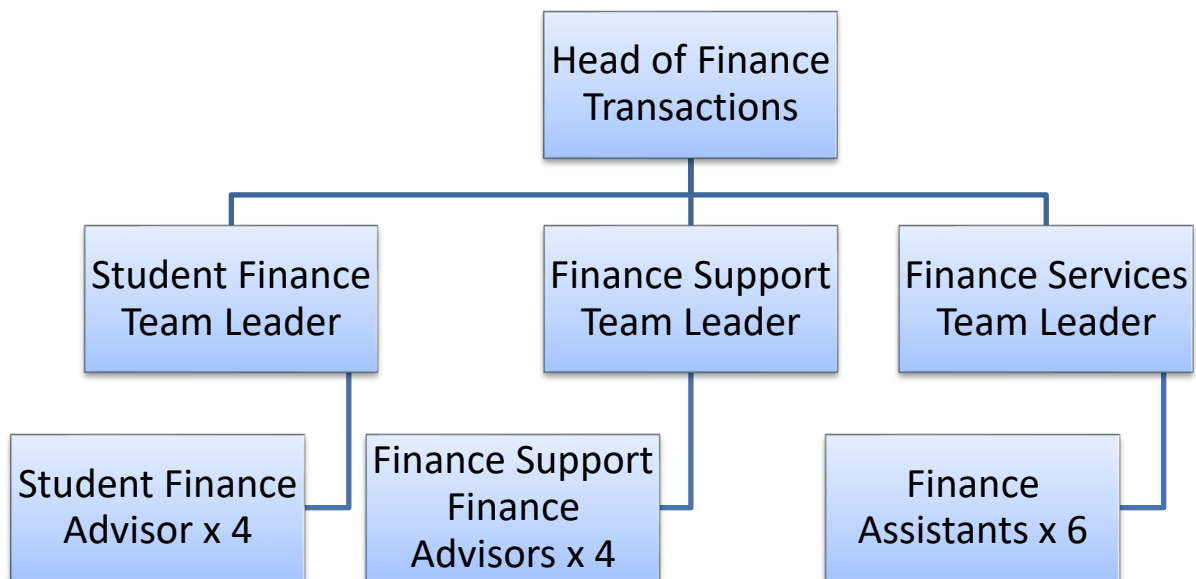
Background Information

To be part of the team responsible for processing Order to Cash and Purchase to Pay transactions, providing support to University faculties and departments in dealing with queries and enquiries. To assist in other areas of Finance as required.

This team is one of three within Financial Transactions Services, providing a Shared Service across the University for co-ordination of financial transactional processes covering both Purchase to Pay (P2P) and Order to Cash (OTC).

A close working relationship with Finance Support will be integral to the role.

Department Structure Chart Please highlight the post holder's role by right clicking and selecting format shape, selecting solid fill and 2nd shade of blue in list. Boxes can be added/removed by right-clicking and selecting add shape or cut. Font should be Frutiger LT Std 45 Light (max font size 10).



Relationships This is not an exhaustive list of every relationship the post holder has, but is a brief description of those that play an important part in the post holder successfully carrying out the role. It should identify the significant internal and external relationships and contacts that the post holder has in their job and describe the overall purpose and nature of those relationships (i.e. exchanging information, negotiating, networking, etc.)

Internal

- All University Departments / Schools

External

- Students (current and former)
- Suppliers
- Customers