

	Last Updated: 24/04/2026		
Job Title	Accommodation Financial Administrator		
Faculty/ Department	Accommodation & Conference Services Campus Services	Legal Entity	University of Surrey
Job Family	Professional Services	Job Level	2B
Reports To	Accommodation Finance & Planning Manager	Line Manages (role title(s))	0

Job Statement

The post holder will work to ensure that the department's core mission of providing excellent customer service. Providing a positive first impression of the service and can answer financial enquiries in a polite and professional manner.

They will work with limited guidance having detailed understanding of the procedures and systems in use and use their initiative to apply procedures and systems to resolve daily problems.

The postholder will support the achievement of Accommodation & Conference Services budgeted £50 million income and control of costs and to ensure that financial policies of the University are followed

Key Responsibilities This is not designed to be a list of all tasks undertaken but the main responsibilities (5 to 8 maximum)

1. Carry out the accurate and timely invoicing of income for 5750 bedrooms, studios and family accommodation, including detailed calculations required when changing invoices on withdrawal, room change and calculation of Disability & Neurodiversity subsidy reductions to accommodation fees.
2. Manage the Universities Council Tax bill by maintaining lists of accommodation classified as separate dwellings and ensuring that accurate occupancy and liability information is shared with the council, to ensure an accurate council tax bill.
3. Managing the accommodation-finance one surrey account and ensuring accurate and timely responses to all queries and communicating clearly all changes to invoices including informing colleagues in other departments where appropriate.
4. Raising purchase orders and processing supplier invoices for accommodation services, and other ad-hoc payments such as refunds of advanced accommodation fees, goodwill payments to students, etc.
5. Assist in record keeping for holiday leave and sickness for accommodation services.
6. Undertake project-based work and administration work as directed by your manager.
7. Provide assistance to the Conference Manger with invoicing and administrative tasks.
8. Provide support as required for the overall work of Accommodation Services, including attendance at events such as Open Days and Welcome Weekend.

N.B. The above list is not exhaustive.

Role Scope and Impact This is a summary of the post holder's role in delivering outcomes, making decisions, and the complexity of problem-solving involved in the role.

1. Accountability: Describe level of autonomy and decision making

- The post holder will support work in ensuring that the budget is met or exceed, this factor has a significant financial impact upon the University.
- The post holder represents Accommodation Services and is expected to create an excellent first impression for the Accommodation Services and to provide a strong customer-orientated service.
- They are responsible for their wellbeing and should comply with standard procedures including Health and safety.

2. Problem solving: Describe complexity and nature of problems handled.

- The post holder will deal with commonly recurring enquiries and concerns from students requiring advice and guidance. Often 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 can reference and apply established policies and procedures, to determine a suitable course of action/outcome.

- In more complex cases the post holder will suggest recommendations on managing the situation discussing the case with the Accommodation Finance & Planning Manager, or other senior colleagues, to find a resolution for operational issues.

Supplementary Information

- The Accommodation Finance Team raises up to 10,000 invoices and credit notes each and responds to thousands of queries from prospective and current residents, students, staff, parents and visitors.
- The accommodation creates income of circa £50m
- The post holder is a primary contact for accommodation finance queries and will work closely with other departments including Student Receivables Team, My Surrey Hive, Student Money, Disability & neurodiversity Team to provide accurate information on student debt and process subsidies, etc. They will need to build a good working knowledge of University structures and key contacts, the student academic cycle, University policies and processes applicable to students, as well as key external organisations

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

Qualifications and Professional Memberships

Educated to degree level or equivalent and/or substantial relevant experience acquired within student accommodation or financial customer service role.

D

GCSE level (numeracy and literacy) or equivalent vocational qualifications, plus some relevant work experience

E

Or

A number of years work experience within a similar role

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).

Level 1: basic level of understanding/experience and can apply it with guidance.

Level 2: good level of understanding/experience and can apply it with little or no guidance.

Level 3: expert level of understanding/experience and can apply, develop it and guide others.

**Essential/
Desirable**

**Level
1-3**

Accuracy and attention to detail

E

3

A proactive approach, with the ability to use initiative in dealing with a wide variety of issues as well as a flexible approach to work, able to multi-task, satisfying the needs to different groups - e.g., students, staff, etc

E

2

Excellent IT skills with the ability to use standard packages and hospitality software/databases

E

2

Good working knowledge of student accommodation and/or experience of working in a financial customer service role

D

1

Ability to work within your team and the wider office

E

2

Special Requirements This may include a Disclosure and Barring Service (DBS) check, regular overseas travel, driving licence, shift work.

**Essential/
Desirable**

Requirement to work weekends and evenings when supporting key events e.g. arrival and departure weekends, open days etc

E

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 and Flexibility

2

Customer, Client service and support

2

Planning and Organising

1

Continuous Improvement

2

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 and Leadership	N/A

This Job Purpose outlines the core activities of the role. As the Department/Faculty and the post holder evolve, the duties and focus of the role may change. The University expects the post holder to adopt a flexible approach to work, including undertaking relevant training when necessary. If significant changes to the Job Purpose are required, the post holder will be consulted, and the changes will be reflected in a revised Job Purpose.

All staff are expected to:

- 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.
- Contribute towards broader university initiatives that have a positive impact on student experience, recruitment and campus operations. This may include participation in cross-functional activities such as open days, confirmation and clearing, welcome week, graduation.
- 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:

- All staff have a statutory responsibility to take reasonable care of themselves and others and to prevent harm by their acts or omissions. All staff are, therefore, required to adhere to the University's Our Safety Policy Statement and associated Procedures.

Organisational/Departmental Information & Key Relationships

Background Information

Accommodation and Conference Services exist within the Campus Services Department. The team manage 5750 units of campus-based accommodation across all main University sites. The team aim to ensure students, staff and visitors to the University are accommodated within, or provided guidance on finding, safe, secure accommodation across a range of budgets

Department Structure Chart

