

Job Description

Job title Student Fees & Finance Officer

Faculty/Directorate Registry Services

Grade: E

Role profile: SME1

Full time

Fixed Term

	Duties of the role
Overall purpose of the role	This role plays an important part in registering students with the Student Loan Company for both maintenance and fee purposes, notifying the SLC of changes in student circumstances and other SLC related administration. The role will support the compilation of the university's tuition fee schedule and the correct and prompt setting of individual student tuition fees.
Main duties and responsibilities	Download SLC data into SAP and run matching exercises to align the information between SLC and DMU. Notify the SLC of students registration for maintenance and tuition fee purposes, ensuring that SLC rules and guidance are followed. Notify the SLC of change in student circumstances, as a consequence of withdrawal, suspension of study, transfer of course and repeat study. Assist in the provision of course information to the SLC Course Management Service database (CMS) Assist in the compilation of the University's tuition fee schedule. Work with staff in the student records team, faculty administration and admissions to ensure that student's tuition fees have been set correctly. Provide advice and guidance on all issues relating to student finance and tuition fees to both staff and students. Work with MyDMU staff in dealing with student queries on fees and finance. Liaise with Finance/Student Services re tuition fee charges and student debts. Assist with student registration and the onboarding of new students.

	Duties of the role
General	Perform any other duties commensurate with the job grade as reasonably required from time to time. Treat all DMU staff, students, contractors and visitors with dignity and respect. regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (or none), sex and sexual orientation. The post holder is required to minimise environmental impact in the performance of the role, promote environmental sustainability within the area of responsibility and actively contribute to the delivery of the DMU Environmental Policy. The postholder is expected to help maintain a safe working environment for staff, students and visitors by working closely with the local safety coordinator as required. Any accidents or dangerous incidents must be reported promptly through the university's reporting systems.

Person Specification

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Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
Qualifications & Training	Educated to first degree level or equivalent experience	Essential		Y			Y
	Experience of Microsoft Office/Outlook packages including Word, Excel and Teams	Essential		Y	Y		
Previous Work Experience	Experience working in Further or Higher Education in an administrative or student support capacity	Essential		Y	Y		
	Experience of delivering customer focused services	Essential		Y	Y		
	Experience of dealing with the Student Loan Company		Desirable	Y	Y		
Specific Knowledge/Skills /Abilities/ Motivation/ Attitude Required	Understanding and interpreting complex data. Communicating complex processes or regulations in a clear and logical manner to stakeholders.	Essential		Y	Y		
	Ability to communicate effectively at all Levels. Demonstrate strong verbal and written skills	Essential		Y	Y		
	Demonstrate an enthusiasm, willingness and interest in learning new skills and the ability to adapt to change	Essential		Y	Y		

Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
	and lead others through change						
	Ability to exercise initiative, work independently and to meet deadlines under pressure	Essential		Y	Y		
	Understanding of student finance issues as they affect both students and universities	Essential		Y	Y	Y	
Other	Willingness to work flexibly including some evening or weekend work if required	Essential		Y	Y		
	Able to provide a service to a diverse range of people to promote good relations and equality	Essential		Y	Y		
	Understand confidentiality and the requirements of the Data Protection Act and GDPR	Essential		Y	Y		

***A = Application Form; I = Interview; T = Test; D = Documentary Evidence**