



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Student Fees Advisor, Student Finance and Support



Salary: Grade 4 (£19,612 – £22,417 p.a. prop rata)

0.8 FTE (4 days per week)

Reference SESSO1136

We will consider flexible working arrangements

Student Fees Advisor

Student Finance, Student Education Service

Are you well organised and adaptable with excellent customer service skills? Can you work as a member of a busy team, processing transactions and dealing with enquiries? Do you enjoy dealing with a wide range of stakeholders?

This is an opportunity to join a strong team in a student focussed environment. Your main responsibilities will be assisting in the charging and collection of tuition fees and the collection of University owned accommodation fees. You will also be involved in the administration and maintenance of student and sponsor records in our finance and student systems. You will provide a high class service that is responsive to the needs of all stakeholders.

Experience of customer service is essential, as is the confidence to deal with sensitive financial issues. You will have proven communication skills, as the role includes dealing with queries from various sources, including in person at the Student Services counter.

What does the role entail?

As a Student Fees Advisor your main duties will include:

- Assisting in the charging and collection of tuition fees for students, maintaining data on the student records system and issuing invoices, statements and fee certificates;
- Assisting in the collection of outstanding accommodation fees for University owned halls of residence including issuing reminder letters and liaising with the Accommodation team;
- Providing front line counter, telephone and email support service, answering queries and negotiating repayment plans for tuition and accommodation fees;
- Liaising with academic departments and other University administrative offices regarding student financial matters;
- Liaising with the Student Loan Company to resolve issues and facilitate release of fee payments;
- Recommending accounts for further action, including legal action;
- Taking an active role in the main September registration event, answering queries regarding fee payment and financial requirements;



These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.

What will you bring to the role?

As a Student Fees Advisor you will have:

- An enthusiasm for and experience of working in an administrative role and delivering an excellent customer service;
- Excellent communication skills, able to work positively with staff and students at all levels and proactively as part of a team;
- Excellent organisational and time management skills, with the ability to work independently and proactively, organising and prioritising your own workload to meet demands and deadlines;
- Ability to analyse and solve problems, using initiative and guidance, and the capability to identify and suggest improvements to the service provided;
- Strong IT skills and proficiency in Microsoft Office software, particularly Word and Excel;
- A flexible and adaptable approach, with a commitment to keeping up-to-date with new processes, information and systems;
- Excellent accuracy and attention to detail.

You may also have:

- Experience of debt collection by phone and email;
- Experience in Higher Education, particularly relating to tuition and accommodation fees;
- Working knowledge of SAP and Banner systems.

How to apply

You can apply for this role online; more guidance can be found on our [How to Apply](#) information page. Applications should be submitted by **23.59** (UK time) on the advertised closing date.



Contact information

To explore the post further or for any queries you may have, please contact:

Sarah Fabron, Student Fees Manager

Tel: +44 (0)113 343 35796

Email: s.e.fabron@adm.leeds.ac.uk

Additional information

Working at Leeds

Find out more about the benefits of working at the University and what it is like to live and work in the Leeds area on our [Working at Leeds](#) information page.

Candidates with disabilities

Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found on our [Accessibility](#) information page or by getting in touch with us at disclosure@leeds.ac.uk.

Criminal record information

Rehabilitation of Offenders Act 1974

A criminal record check is not required for this position. However, all applicants will be required to declare if they have any 'unspent' criminal offences, including those pending.

Any offer of appointment will be in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our [Criminal Records](#) information page.

