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# University of Sunderland

## Role Profile

### Part 1

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Lifechanging



**University of  
Sunderland**

#### Revenue and Payments Assistant

<b>Job Title:</b>	<b>Income &amp; Collections Assistant</b>
<b>Reference No:</b>	
<b>Reports to:</b>	Revenues and Payments Coordinator
<b>Responsible For:</b>	
<b>Grade:</b>	C
<b>Working Hours:</b>	Full Time – 37 Hours
<b>Faculty/Service:</b>	Finance
<b>Location:</b>	City Campus
<b>Main Purpose of Role:</b>	<ul style="list-style-type: none"><li>- To assist in all aspects of financial management.</li><li>- To assist in areas of work relating to the preparation and monitoring of the annual budget.</li><li>- To carry out accounting transactions and monitoring procedures in relation to the University's Income and Expenditure account, and balance sheet, and advise on these in accordance with accounting practice and standards and appropriate University policies and procedures.</li><li>- To assist in the collection of Tuition and other student related fees for the University and its subsidiary companies.</li></ul>
<b>Key Responsibilities and Accountabilities:</b>	<ul style="list-style-type: none"><li>- To administer the revenues cycle in accordance with the University's financial procedures.</li><li>- To administer the University's banking arrangements, including maintaining day-to-day relationships with the University's bankers.</li><li>- To support the bank reconciliation of the University and its subsidiary companies.</li><li>- Pursuing non-payment of all University and subsidiaries debts within agreed deadlines and policies, including issuing reminder letters, e-mails, making telephone calls, and face to face contact.</li><li>- Working within agreed frameworks; negotiate repayment, schedule and re-profile debt for customers experiencing difficulties with payment. Taking ownership of the debt on the University's behalf.</li><li>- Provide an excellent customer service, especially when dealing with difficult or complex situations.</li><li>- To undertake any other appropriate duties as requested by senior staff within the grade for the role.</li></ul>
<b>Special Circumstances:</b>	



Part 2A: Essential and Desirable Criteria

**Essential**

**Qualifications and Professional Memberships:**

- Part Qualified Accounting Technician or equivalent experience

**Knowledge and Experience:**

- Experience of administering the Revenue/debt cycles in accordance with organisational finance procedures
- Experience of working within accounting standards and financial legislation
- Processing and reporting of confidential information
- Experience of prioritising your work
- Building relationships, understanding needs and providing advice and guidance to key stakeholders.

**Desirable**

**Qualifications and Professional Memberships:**

- Qualified Accounting Technician or equivalent

**Knowledge and Experience:**

N/A

**Oral communication**

The role holder is required to, understand and convey straightforward information in a clear and accurate manner and occasionally is required to, understand and convey information which needs careful explanation or interpretation to help others understand, taking into account what to communicate and how best to convey the information to others.

**Written or Electronic & Visual Media**

The role holder is required to, understand and convey straightforward information in a clear and accurate manner and occasionally is required to, understand and convey information which needs careful explanation or interpretation to help others understand, taking into account what to communicate and how best to convey the information to others.

**Teamwork & Motivation**

The role holder is required to be supportive and encouraging of others in a team; help to build co-operation by setting an example and showing a flexible approach to delivering team results; contribute to building team morale as an active participant in the team.



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	<p><b>Liaison &amp; Networking</b></p> <p>The role holder is required to carry out standard day-to-day liaison using existing procedures in order to ensure dissemination of information in the right format to the right people at the right time; build relationships and contacts to facilitate future exchange of information. The role holder is required to participate in networks within the organisation or externally in order to pass on information promptly; keep people informed to ensure co-ordination of effort and that work is done effectively.</p> <p><b>Service Delivery</b></p> <p>The role holder is required to deal with internal or external contacts where the service is usually initiated by the role holder, working within the organisation's overall procedures or policies OR proactively seek to explore and understand customers' needs; adapt the service accordingly to ensure the usefulness or appropriateness and quality of service (content, time, accuracy, level of information, cost).</p> <p><b>Decision Making Processes &amp; Outcomes</b></p> <p>Take independent decisions is a requirement and has a minor impact. Be party to some collaborative decisions; work with others to reach an optimal conclusion is a requirement and has a minor impact. Provide advice or input to contribute to the decision-making of others is a requirement and has a minor impact.</p>
	<p><b>Planning &amp; Organising Resources</b></p> <p>The role holder is required to plan, prioritise and organise their own work or resources to achieve agreed objectives.</p>
	<p><b>Initiative &amp; Problem Solving</b></p> <p>The role holder is required to solve standard day-to-day problems as they arise; choose between a limited number of options which have clear consequences, by following guidelines or referring to what has been done before; recognise when a problem should be referred to others.</p>
<b>Date Completed:</b>	07 November 2023