

THE POST

College/Service:	Finance Services http://www.exeter.ac.uk/finance/
Post:	Financial Operations Manager (Accounts Payable)
Grade:	F
Reporting To:	Head of Financial Operations / Financial Operations Senior Manager
Responsible For:	Financial Operations Team

Job Description

Organisational context and reporting line:

- This role is within the Financial Operations division of the Finance Services Directorate, which delivers all areas of financial processing and risk management in accordance with the University's procedures, policy and regulations. Financial Operations' services include customer invoicing, debt management, supplier management, expenses and purchasing cards, student funding administration, handling of outgoing and incoming cash, treasury and investment management. The division is also responsible for a number of external regulatory and compliance activities.
- This role reports to the Head of Financial Operations / Financial Operations Senior Manager and supports staff, academics and students across the University. In addition, the role interfaces with a range of external stakeholders, including customers, sponsors, suppliers, regulatory bodies, banks and other solution providers.
- A structure chart is attached.

Main purpose of the job:

- To manage a Financial Operations team in the delivery of efficient and effective financial processing and risk management to ensure service levels are achieved and strong financial controls are in place for the University.

Main duties and accountabilities:

- Line manage and develop a team of Financial Operations staff to embed a culture of quality and timely customer service with a continuous improvement ethos. This includes recruitment, objective setting, workload management, performance management and identification of training needs (PDR), coaching, mentoring and regular and effective communication. Actively manage resourcing levels to ensure business continuity and cover for Financial Operations teams during peak periods and other absences.
- Manage the efficient, effective and timely delivery of a range of Financial Operations processes ⁽¹⁾ and services in a proactive, flexible and resilient manner.
- Manage the delivery of month-end activities in line with the agreed timetable, ensuring all account reconciliations are completed on an accurate and timely basis, highlighting risks to Financial Operations senior management as appropriate.
- Provide regular and ad hoc management information on the performance of the Financial Operations team, including that required by internal and external auditors. Actively manage through to resolution any outstanding audit points relevant to the team.
- Resolve queries, issues, complaints and escalations on Financial Operations processes in a professional, timely and customer-focused manner, including those received through the support helpdesk (SID). Liaise with stakeholders in the resolution of issues where appropriate.

- Maintain detailed knowledge and awareness of regulations, policies and processes, both internally and externally, relevant to the delivery of the Financial Operations service and consider the implications of any changes.
- Provide proactive information, advice and guidance on Financial Operations processes to relevant stakeholders through University-wide events.
- Ensure that the University's financial regulations, policies and processes relevant to own area of responsibility within Financial Operations are clearly documented, regularly reviewed, updated and publicised.
- Represent Finance Services and the University in forums, working and user groups relevant to the Financial Operations team.
- Deputise for Financial Operations Senior Manager as required.
- Undertake other duties and projects as may be reasonably required.

(1) **Financial Operations processes include:**

Accounts Payable

- Processing of all supplier invoices and credit notes, plus manual and ad-hoc payment requests for non-staff and students.
- Processing of all payment runs (BACS, CHAPS, cheques and foreign payments) and issue of remittance advices.
- Management of external supplier accounts to minimise financial risk, including recovery of balances.
- Reconciliation of supplier statements and resolution of related issues.
- Administration of applications for and issue of staff purchasing cards.
- Monitoring and exception reporting for staff expenses and purchasing card claims.

Processing

- Administration, processing and approval of manual and ad-hoc payment requests (travel expenses, interview expenses, participant payments, etc) for non-staff and students.
- Administration, processing and approval of staff expenses and purchasing card claims, plus staff advances and subsequent clearance.

Student Funding

- Administration and processing of all Student Funding Schemes (bursaries, scholarships, studentships, fee waivers, hardship funding, US Loans, Teacher Training and other funds) within the terms of the schemes available and in accordance with the University's own procedures, policy and regulations.
- Monitoring of all Student Funding Schemes to ensure sufficient funds are available to support approved applications.
- Provision of Student Funding information to support submission of external regulatory returns.
- Management of external compliance audits and certification processes to ensure the University's eligibility to offer the relevant Funding Schemes.

Accounts Receivable

- Provision of the student fee table and completion of student fee status reviews in accordance with the University's timetable.
- Processing of all customer invoices and credit notes, plus account adjustments relating to the Student Loan Company and other Sponsors.
- Management of external customer accounts to minimise financial risk, including processing of refunds.
- Delivery of the University's debt management procedures, including debtor contact and recommendation of proposed sanctions, payment plans, external debt collection agency referrals and legal action.
- Monitoring, reporting and reconciling of bad debt write-offs and provisions, including notification and escalation to relevant stakeholders.

Cash Operations

- Transmission and control of all outgoing payments.
- Processing and allocation of all incoming receipts.
- Counting, reconciliation and banking of all physical cash received by the University, including review of exception reports from related systems, plus investigation and escalation of discrepancies / shortages.
- Provision of appropriate security arrangements for all physical cash held on the University's campuses.
- Management of cash handling risk assessments and audit spot checks in accordance with policy.
- Management and control of all till, petty cash and other cash floats, ensuring levels of physical cash are minimised across the University.

Treasury & Compliance

- Provision of daily cash balances and cashflow forecasting and reporting.
- Management of the University's investment portfolio.
- Completion of all bank and investment account reconciliations, including investigation of discrepancies and resolution of unreconciled items.
- Ownership of the bank mandate, ensuring it is regularly reviewed and updated, and completion of fraud checks on Direct Debits and cheques, plus administration of Bankline.
- Monitoring and review of changes in external regulatory and compliance guidelines through to impact assessment and implementation of changes to internal processes and procedures in conjunction with relevant teams.
- Co-ordination of Financial Operations support for Student Events and customer support quality control monitoring.

Person Specification

The successful candidate will need to demonstrate:

Competency	Essential	Desirable
Qualifications	Have a good standard of education including GCSE Maths and English grade C or above or NVQ2 equivalent.	Educated to degree level or equivalent experience. Completed or working towards CCAB/AAT qualification.
Experience	Working within a financial operations environment. Managing and motivating a team. Working in a large, complex organisation. Implementing process improvement to deliver tangible business benefit. Understanding and application of accounting principles and processes. Dealing with external agencies and legal representatives.	Understanding of the Higher Education sector.
Skills	Excellent written and oral communication, with ability to explain financial information to non-financial stakeholders. High level of current IT skills, particularly strong on MS Office, databases and finance systems. Relationship-building and networking. Negotiating and problem solving. Planning, organising and prioritising own and other's time and workload to meet deadlines. Drive for continuous improvement of systems and processes.	

Attitude / Competencies	<p>Work effectively as part of a team</p> <p>Demonstrate a proactive, pragmatic, positive approach to problem-solving, suggesting workable solutions and alternatives.</p> <p>Work effectively with a range of different stakeholders.</p> <p>Offer a flexible and adaptable approach to working in a changing environment.</p>	
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Informal Enquiries

Before submitting an application you may wish to discuss the post further by contacting Paul Flowers, email P.Flowers@exeter.ac.uk or telephone 01392 725027.

Additional Information Relating to the Post

Salary

The starting salary is £33,943 on Grade F, depending on qualifications and experience.

An increment will be payable on 1 August each year until the top of the scale is reached (subject to being in post for 6 months and satisfactory performance). The scale will be subject to a cost of living review each year.

Hours of work

Hours of work will be 36.5 hours per week (full-time) but staff at this level may be required to work additional hours to meet the requirements of the role.

Annual Leave

The annual leave entitlement for full-time appointments is 41 days per calendar year (pro rata for part-time appointments). For further information see our website <http://www.admin.ex.ac.uk/personnel/leave.shtml>.

Probationary Period

The appointment will normally be subject to a probationary period of one year.

Right to Work in the United Kingdom

We welcome all applicants and the diversity they bring. However, the nature of this role, the salary and the qualifications required, mean that immigration legislation will not allow the University to apply for a sponsorship certificate for this post. We strongly recommend that applicants that are non EEA nationals consult the Right to Work rules on the Home Office website at: www.ukba.homeoffice.gov.uk.

In particular you are encouraged to undertake a self assessment of your eligibility to work in the UK using the link to www.ukba.homeoffice.gov.uk/pointscalculator.

Terms & Conditions

The Terms and Conditions of Employment can be viewed on line by visiting <http://www.exeter.ac.uk/staff/employment/conditions/terms/>

Pensions

Membership of the Universities' Superannuation Scheme (USS) is automatic provided that you meet the qualifying criteria for membership. For details on the scheme please go to the <https://forthefuture.uss.co.uk>. Staff automatically become members and employee contributions will be taken from your pay unless you opt out in accordance with the current rules of the scheme. More information about the USS scheme can be found at www.uss.co.uk/members. The University, as your employer, contributes such sums as will be required to maintain the full benefits of the scheme. You may opt out of the scheme and if you wish to do so, you should contact the Pensions and Reward Advisor, Mrs Alison Rose (01392 723088/email a.j.rose@exeter.ac.uk) for further information.

Relocation

You may be able to claim relocation expenses in accordance with the University's Relocation Assistance Scheme. The maximum allowance that you can reclaim under the Relocation Assistance Scheme, if eligible, is 10% of salary.

Short-listing Information

We will acknowledge your application by email. The University of Exeter recognises the time and effort taken to apply for a position and will contact you by email to inform you of results of shortlisting

Application Procedure and Interview Information

The closing date for applications is **Monday 27 February 2017** and we expect to hold interviews during w/c 6 March and 13 March 2017.

Data Protection Act (1998)

The information contained within your application is being requested to enable the University to make employment decisions and meet statutory obligations. Any information provided to the University in this context will be treated confidentially and used only by manager(s), member of the University, Human Resources, Superannuation and Payroll during the course of your employment. Where the application relates to a post which is externally funded this information may be passed onto the relevant funding body.