



## JOB DESCRIPTION

### **Fees Assistant Manager Finance Office Fixed Term Contract up to Three Years**

#### **Dublin City University**

Dublin City University [www.DCU.ie](http://www.DCU.ie) is a young, ambitious and vibrant University, with a mission 'to transform lives and societies through education, research, innovation and engagement'. Known as Ireland's 'University of Enterprise and Transformation', it is committed to the development of talent, and the discovery and translation of knowledge that advances society and the economy. DCU is the Sunday Times Irish University of the Year 2021.

The University is based on three academic campuses in the Glasnevin-Drumcondra region of north Dublin. It currently has more than 18,000 students enrolled across five faculties – Science and Health, DCU Business School, Computing and Engineering, Humanities and Social Sciences and DCU Institute of Education. DCU is committed to excellence across all its activities. This is demonstrated by its world-class research initiatives, its cutting-edge approach to teaching and learning, its focus on creating a transformative student experience, and its positive social and economic impact. This exceptional commitment on the part of its staff and students has led to DCU's ranking among the top 2% of universities globally. It also consistently features in the world's Top 100 Young Universities (currently in QS Top 70 Under 50, Times Higher Top 150 Under 100).

DCU is placed 84th in the world, in the Times Higher Education University Impact Rankings – measuring higher education institutions' contributions towards the UN Sustainable Development Goals. Over the past decade, DCU has also been the leading Irish university in the area of technology transfer, as reflected by licensing of intellectual property.

#### **Overview of the department**

The Finance Office has overall responsibility for the financial environment within the University and provides a comprehensive range of services to DCU Faculties, Schools, Research Centres, Professional Support Departments and the DCU Commercial Group of Companies.

#### **Role Profile:**

Reporting to the Student Fees and Accounts Receivable Manager (hereinafter "Manager"), the successful individual will be responsible for managing and providing student fee financial and administration support for a range of activities within the fees function of the Finance Office and the University as a whole, as part of the Student Fees and Accounts Receivable team.

The role will manage a team and work closely with other Finance Office teams, departments and schools across the University, as well as external stakeholders.

**Duties and Responsibilities:**

The duties and responsibilities of the position include, but are not restricted to, the following activities:

- Support the Manager in ensuring the responsibilities of the Student Fees team are managed across the student registration to payment cycle in accordance with university policies and procedures.
- Review and complete month-end accounting and operational tasks in accordance with month-end procedures, providing a status report to the Manager each month.
- Prepare, reconcile and complete other related tasks associated with student fee income and student number reports and engage with the Financial Planning team.
- Prepare and present Key Performance Indicators (KPI's) in relation to Student Fees and Accounts.
- Ensure service delivery of the student fees team is in line with the University's strategy, including supporting the student experience.
- Ensure appropriate financial and operational controls are applied to scholarship, refunds and other student related payments.
- Undertake reviews and updates to fee pricing schedules, in line with the academic calendar, and present updated schedules for approval by the Manager.
- Ensure team access privileges are reviewed periodically in line with access management and IT policies.
- Assist the Manager to ensure the timely collection of student fees both from students directly and third parties is in line with University policies and procedures.
- Ensure regular engagement with the Fees Supervisors to ensure the effective and efficient delivery of services including for example, bank postings and reconciliations, analysis of the fees related tickets raised on Salesforce CRM to ensure service levels are in accordance with service level requirements, credit control across faculties, review of potential bad debt exposures, previous study college declarations, fee waiver requests, and dealing with escalated queries from within the Fees Team.
- Actively engage with internal stakeholders (including Faculties, the Registry Office, Academic Systems Support, the International Office and Student Support & Development), to ensure the registration and fees collection cycle is in line with the University's requirements including service levels.
- Review and present draft return submission due to third parties, including the Higher Education Authority, for approval by the Manager.
- Co-ordinate the Student Registration planning process, particularly with regards to ensuring online and physical registration requirements are met, and preparing correspondence to students on behalf of the Fees office.
- Develop training planning plans for the Fees team and other stakeholders to ensure staff development and the continued delivery of services in line with operating requirements.
- Ensure fees team operations operate in a confidential and discreet manner and are in line with GDPR regulations within the University.
- Represent the Fees Team at University student events such as the Annual Open Day and Registration Days, as required.

- Manage the implementation of strategic initiatives of the Finance Office and the University, including in relation to transnational education.
- Support the Manager and the Fees Team in any updates to the existing Student Fees System and/or the implementation of any process improvements.
- Assist the Manager to respond to internal and external audit queries in a timely manner.
- Support the Manager with the implementation of the new Student Information System (SIS), which includes but is not limited to, attending workshops, training sessions, active engagement with the SIS project team, assisting the change management process, system testing, training team members, documentation of processes and procedures, and ensuring the implementation is in line accordance with the design principles for the project.
- Support and cover duties within the Accounts Receivable Team as operations requires.
- Actively participate in University meetings and deputise for the Manager when required.
- Providing cover for other tasks within the Fees Team as required.
- Any other duties that may be assigned to the role.

### **Qualifications and Experience**

Essential Experience: Candidates must have a Primary Degree or equivalent (NFQ Level 7) plus 3 years' experience in a similar accounts role, or have at least 3 years' experience at Grade 4 level in DCU.

Desirable Experience: The applicant will have strong MS Excel skills and extensive experience with financial systems. A professional accounting qualification (ACA, ACCA or CIMA) or equivalent would be an advantage.

### **Other important attributes would include:**

- Excellent written and oral communication skills, and be mindful of the differing requirements of a diverse University setting.
- Excellent interpersonal skills and ability to collaborate and build positive relationships with other colleagues and external stakeholders.
- Ability to work flexibly, effectively and under pressure to ensure tasks are finalised to strict deadlines.
- Strong attention to detail to ensure completeness and accuracy of information
- Self-motivated and proactive, with the ability to organise, co-ordinate and progress the tasks associated with the role on an independent basis.
- Ability to work effectively on an individual basis and as part of the team, offering assistance to colleagues when required, and ensuring services are delivered in accordance with the University's requirements.
- An active interest in learning new processes and systems.
- Experience in customer service.

The role may change in line with Unit / University requirements and developments. The successful individual will be expected to show flexibility in line with any changes which may occur.

**Essential Training:**

The post holder will be required to undertake the following essential compliance training: Orientation, Health & Safety and Data Protection (GDPR). Other training may need to be undertaken when appropriate.