



JOB DESCRIPTION

Fees Supervisor Finance Office Permanent

Dublin City University

Dublin City University 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 the candidate will be accountable for supervising the Fees function within the University and subsidiary companies, as part of the Student Fees and Accounts Receivable team.

The role will liaise closely with team colleagues, other Finance Office teams, subsidiary companies, 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:

- Accountable for dealing with students, staff and others, who present at the Students Fees Office whilst also supporting students via email, phone and on-line with student fee related queries.
- Supervise and support the collection of student fees both from students directly and third parties.
- Review and approve daily banking/allocation of student fee payments on the student fees system, and ensuring reconciliations are in a format for review.
- Review and approve bank and other reconciliations in a format suitable for internal and/or external review.
- Supervise the credit control function in relation to outstanding student fees and customer debt relating to all Faculties across the University.
- Supervise and support the administration and update of student queries on the ticket system Salesforce CRM.
- Accountable for ensuring accurate billing of student fees in accordance with the DCU Fee Prospectus and also with DCU policies and procedures.
- Ensure queries from students in relation to fees are dealt with in a confidential and discreet manner and are in line with GDPR regulations with the University Group.
- Supervise the Previous Study College Declaration Form process prior to Student Registration and ensure it operates in an efficient and timely manner.
- Active participation in University Student events such as the Annual Open Day and Registration Days.
- Supervise with the preparation of billings and returns to third parties, including SUSI
- 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 approve payment proposals for grants, scholarships, and refunds etc. to students in line with DCU policies and procedures.
- Follow and further develop credit control procedures to ensure timely collection of amounts owed from students and customers.
- Supervise as required the Agresso accounts receivable tasks ensuring they are completed accurately and on a regular basis throughout the month to enable up-to-date reporting to the business units and management, e.g. sales orders, sales invoicing to customers, funds allocation to the customer account.

- Assist with month end close, ensuring the relevant controls, reconciliations and reports are completed on Agresso, in accordance with month end procedures and protocols and ensuring the assessment of provisions and income accruals, etc., are recognised on a monthly basis as part of the balance sheet reconciliation process.
- Identify possible bad debt exposure in relation to student fees and customer accounts and directly engage with the DCU Debt Collection Agency when required, in line with the University's policies, and as approved by the line manager
- Provide training to other Fee and Accounts Receivable team members as required in relation to tasks within the role, to ensure appropriate cover arrangements are in place.
- Assist the Student Fees and Accounts Receivable Manager in co-ordinating and implementing continuous improvements to the Fees and Accounts Receivable function and service provision, including technology led solutions.
- Contribute to and assist with the implementation of the Student Information System (SIS), which includes but is not limited to, attending workshops, training sessions, active engagement with the SIS project team, assisting with the change management process, system testing, and actively providing feedback from the project to other team members.
- 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) qualification or at least two years' experience at Grade 3 level in DCU.

Desirable Experience: Candidates should ideally have at least four years' relevant experience in a similar fees and accounts receivable role. In addition, the applicant will have strong MS Excel skills and extensive experience with financial systems across the Fees & accounts receivable function. Experience with Agresso Financial System and ITS Student Fees System is an advantage.

Essential Training

The postholder 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 required.