

# Finance Assistant

## Basic Information

**Band:** F

**Job family:** Finance

**Terms:** Six-month FTC contract (until May 2018)

**Location:** Cheltenham

**Reports to:** Income Manager

**Team:** Finance

**Business unit:** FCS



## Role purpose:

To support cash collections in UCAS and UCAS Media Ltd, by building relationships with internal and external customers, and ensuring swift receipt of outstanding debts.

## Key duties and responsibilities

### Financial:

- Credit control using Aged Debt Report - by phone and email.
- Weekly letter runs via our back-office system, NetSuite.
- Identifying and escalating problem debts to the Income Manager.
- Dealing with all associated administrative tasks – copy invoices, locating customer purchase order numbers, resolving queries.
- Completing daily analysis of bank receipts, including reconciliation to bank statements, analysis of receipts to customer invoices, and posting receipts into the system.

### Non-financial:

- Develop and maintain relationships with customers by contacting via telephone, email, or letter as appropriate.
- Monitor finance email inboxes, responding to customers in a timely manner, or referring items to colleagues as appropriate.
- Assist with general administration duties, such as opening the post, as required.

**Customers/stakeholders:**

- External: customers of both businesses
- Internal: UCAS & UCAS Media sales teams, Finance Team, and Events Team.

**Person specification:**

- Organisation and planning skills.
- Able to build both external and internal relationships.
- Able to meet deadlines, and perform under pressure while remaining calm.
- People-orientated, with excellent listening, and communication skills.
- Methodical approach to understanding and resolving queries.

This role profile sets out the scope and main duties of the post at the date when it was drawn up. Such details may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the level of the post. All UCAS employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility.

**Our values in action**

**Customer** – We always look through the customer lens. The logic of the customer is the logic of UCAS.

**Commitment** – When we commit, we deliver on time, quality, and budget, or we negotiate changed commitments for good reason. We never leave commitments uncovered.

**Team** – We work collaboratively. When we commit, we commit as an individual and as a team. We strive for and support team success as well as individual success.

**Outcomes** – We plan and do things to achieve outcomes. We define them, aspire to them, and deliver them.

**Agility** – We know we need to be agile when we look through the customer lens, when we make commitments, when we work in teams, and strive for the right outcomes.

**Extraordinary** – We are ambitious for our customers, for UCAS, and for our teams. We want more than ordinary outcomes – we strive to achieve extraordinary outcomes, extraordinary customer focus, and an extraordinary culture of high performance and quality of focus.