

Job Description

Job Title: Financial Services Supervisor

Department: Finance

Section: Financial Services

Level: 6

Job Purpose:	
<p>The post holder will be responsible for supporting the Financial Controller and Deputy Financial Controller, to ensure the efficient transactional processing of payments, income collection, reconciliations and stakeholder management of the University of London as part of the Finance department. The post holder will lead in the provision of innovative and efficient customer focused transactional and processing services, while ensuring that all transactions processed are in accordance with the established University Financial Regulations, Controls and Procedures.</p> <p>The post holder will work closely with the Financial Controller, Deputy Financial Controller and key stakeholders to deliver the University's and departments strategy.</p>	
Job Content	
<ol style="list-style-type: none"> 1. Leading by example, provide a high standard of customer services to internal and external stakeholders, with the ability to flex approach depending on whether the stakeholder is commercial, academic or a colleague, UK based or overseas. 2. Develop a constructive and open working relationship with stakeholders around the University. 3. To manage the efficient collection, processing and reconciliation of all UOL income ensuring that all transactions are correctly recorded in accordance with external audit requirements and appropriate controls, resolving discrepancies as they arise. 4. To ensure that the Financial Services team are responding and clearing all payment related enquires within their Account Payables inboxes. To take responsibility for investigating and clearing more complicated or sensitive queries. 5. Prepare the University of London's fortnightly domestic and international payment runs, in addition to ad hoc Chaps and Bac's faster payments. 6. Supporting the Financial Controller in maintaining effective payment system platforms such as WPM, Western Union, Elavon, Quba/Symphony, Global Payments and PTX. 7. To understand and implement the University of London's internal controls in respects to fraudulent credit card transactions and to review all held transactions for rejection or release. 8. To understand and ensure compliance with the University's Anti-Money Laundering and Anti-Fraud processes. 9. To liaise regularly with the Head of IT security to ensure compliance with PCIDSS and 3D Secure 2 security provisions. 	

10. Support the Financial Controller in ensuring that there is an effective co-ordinated month end and year end closing activities across Finance.
11. Support the Deputy Financial controller manage the University's credit card and purchase card schemes.
12. Reconcile control accounts associated with the balance sheet on a monthly basis and resolve all differences in a timely fashion. Ensure that these reconciliations are reviewed and signed off all reconciliations in accordance with external audit requirements.
13. Respond accurately and promptly to information requests covering the areas of Financial Services.
14. Ensure that procedural manuals and guidance for all processes within the postholder's responsibility are regularly reviewed, updated and communicated to all key stakeholders and team members.
15. To monitor Financial Services processes and systems used by the University to ensure that these remain the most appropriate for efficient financial transaction processing, controls, and reports. To support the implementation of agreed system developments and testing ahead of any developments going live.
16. Ensure that you are sufficiently trained, role modelling continual professional development and working towards gaining professional qualifications.
17. To maintain a range and variety of support structures to motivate the team to be the high performing organisation required to deliver long term results for the University.
18. Promote a constructive culture of financial control and management awareness and good financial practice among non-financial staff.
19. To actively follow and promote the University of London policies, including the University's Dignity at Work and Equal Opportunities Policy and actively promote these wherever possible.
20. To maintain an awareness and observation of fire and health and safety regulations.
21. Any other duties, consistent with the grade and scope of the post, reasonably required of the post holder by the reporting line manager.

Reports to:

Financial Controller

Responsible for:

N/A

Additional demands of the role:

N/A

Person Specification

EXPERIENCE & PERSONAL QUALITIES

Essential:

- ☐ Experience in a finance role with the personal qualities necessary to lead, coach, manage and motivate a high performing team of staff supporting complex, dynamic departments or activities.
- ☐ Have previous experience of financial controls and reconciliations.
- ☐ Commitment to personal integrity, openness, honesty, objectivity, and continuous personal development.
- ☐ A confident friendly communicator, able to establish and maintain good relationships with internal and external stakeholders from a variety of backgrounds.

Desirable:

- ☐ Experience of working with a range of customers from diverse backgrounds.
- ☐ Experience of VAT in a partially exempt environment.
- ☐ Supporting vulnerable students through financial difficulties

TECHNICAL KNOWLEDGE & SKILLS

Essential:

- ☐ Strong organisational skills, including the ability to prioritise own work and that of others to meet deadlines and ensure an efficient and effective service.
 - ☐ Be highly numerate, and accurate with the ability to interpret large quantities of financial data.
 - ☐ A high level of interpersonal and communication skills, including a commitment to offering high level customer service.
 - ☐ Strong all round IT skills combined with a proactive approach to learning and developing new skills.
 - ☐ Analysis of accounts and preparation of reconciliations
- Awareness of the requirements placed on the University to comply with relevant regulations (eg PCIDSS, 3D Secure, Anti-Money Laundering, GDPR etc.). Evidence of actively maintain knowledge.

EDUCATION & PROFESSIONAL QUALIFICATIONS

Essential:

- ☐ CCAB qualification or part qualification and working towards full qualification

Desirable:

- ☐ Educated to degree level or equivalent

Competency Requirements	Essential	Desirable
Academic Community focus	B	C
Adapting to change	C	
Commercial Awareness	B	C
Creativity and innovation	B	C
<i>Customer focus (optional)</i>	C	
<i>International engagement</i>	B	C
Interpersonal understanding	B	C
Leadership	B	C
Managing resources	A	B
Organisational commitment	C	D
Proactivity and planning	C	D
Problem solving and decision making	B	C
Performance Management	B	C
Resilience	C	
<i>Staff development and commitment to learning (optional)</i>	C	
<i>Stakeholder Focus (optional)</i>	B	C
<i>Striving for excellence (optional)</i>	B	C
Working collaboratively with others	C	
<p>Competencies are scored on an A-D scale, with D representing the highest demonstration of the competency.</p> <p>For further information on each of the competencies and relevant levels, please refer to the University's Competency Model: https://london.ac.uk/sites/default/files/governance/UoL-Consolidated-Competency-Model-%28Updated-Oct-2018%29.pdf</p>		