

University of London Job Specification

Job Title: Financial Services Supervisor (Property)

Department: Finance & Planning

Section: Financial Services

Level: Level 5

Job Purpose:	<p>The Financial Services Supervisor (Property) supports the Deputy Controller (Property) in running the day to day operations of the Financial Services Property team and leads the financial services officers within the team (2 permanent staff with an additional temporary staff during peak summer months).</p> <p>The Financial Services Supervisor provides innovative and efficient customer focused transactional processing service to the Property department of the University whilst maintaining a strong control environment. The Property Financial Services team are responsible for transaction processing for all property areas including residential accommodation, conferencing and Student Central. The Financial Services Supervisor (Property) will work closely with the Deputy Financial Controller to deliver the University's and department strategy around high performance.</p>	
Job Content:	<p>As directed by the Deputy Financial Controller (Property), the Financial Services Supervisor (Property) will be involved in delivering efficient customer focused services in the following areas:</p> <ul style="list-style-type: none"> • Accounts Receivable, Payable and Credit Control for Property and Facilities Management including the Facility Management contracts. • Accounts Receivable, Payable and Credit Control for Residential Accommodation including student deposit refund process. • Account Receivable, Payable and Credit Control for Commercial letting. • Accounts Receivable, Payable and Credit Control for Conferencing. • Accounts Receivable, Payable, Credit Control and cash banking for Student Central. • Direct Debit management of utilities and council tax. • Online shop for the above areas. • Monthly reconciliations and year end closing activities in relation to the above area. 	%

	<ul style="list-style-type: none"> • Assistance with VAT reporting obligations. • Assistance with various projects and the implementation of new processes. <p>Demonstrating a strong customer service focus, the Financial Services Supervisor (Property) has a key role in providing effective and efficient proactive transaction processing services to internal and external stakeholders, whilst ensuring that all transactions processed are in accordance with the established University Financial Regulations, Policies Controls and Procedures.</p>	
<p>1. Leadership</p> <p>Leading by example and supported by the Deputy Controller (Property), to lead and coach a high performing team of innovative, efficient customer focused financial services officers through a supportive culture of continuous improvement, professionally both as a team and individually.</p> <p>Leading by example, ensure that the University's Financial Regulations are followed and that there are sufficient checks and balances within the accounts receivable and payable strategy for Property department to identify, mediate and prevent future breaches of the Financial Regulations.</p> <p>2. Customer Services</p> <p>Leading by example, to ensure that all members of the Financial Services Property team provide a high standard of customer services to Property department and their external stakeholders.</p> <p>Through regularly liaison with Property department and Deputy Controller (Property), to proactively look to continuously improve the experience of interacting with the Financial Services Property team and efficiency of processes. To pro-actively manage relationships with key external suppliers and the related internal stakeholders in Property department to reduce processing costs, increase opportunities for rebates through prompt payments, maintenance of goodwill and enhancing the reputation of the University with its key stakeholders.</p> <p>3. Supporting Professional Development</p> <p>Ensure that all staff within area of responsibility of sufficiently trained and encouraged to maintain their own continual professional development.</p> <p>4. Accounting and Compliance</p> <p>Leading by example, ensure that each accounts payable and receivable transaction of the Property areas is correctly recorded in a timely fashion each month with appropriate controls and reconciliations applied.</p> <p>Provision of an effective credit control function for Property department with an approach that adapts according to the sensitivities of the type of customer (student, federal college, commercial).</p>		

Support the Deputy Controller (Property) to provide an effective co-ordinated month end and year end closing activities across financial services.

As directed by either the Financial Controller or Deputy Controllers, to ensure that procedural manuals and guidance for all processes with the Financial Services are regularly reviewed, updated and communicated to members of the Financial Services Property team.

As and when requested, provide support to the Deputy Director of Finance (Financial Services), the Financial Controller and Financial Accountant to ensure an efficient year end audit is completed on time.

As and when requested, provide support to the Deputy Director of Finance (Financial Services) and Financial Accountant to ensure that all tax returns that the University and its subsidiaries are required to complete are submitted in a timely and efficient manner.

5. Other duties

To provide cover for the other team members within the Financial Services team including the Deputy Financial Controller and financial services officers.

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.

To maintain an awareness and observation of fire and health and safety regulations.

Any other duties consistent with both the grade and scope of the post.

Any other duties reasonably required of the postholder by the reporting manager.

Reports to:

Deputy Financial Controller (Property)

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 and manage and motivate a high performing team of staff supporting complex, dynamic departments or activities.
- Have previous experience in a financial background either within a commercial, higher education or public finance sector.
- Well-organised with the ability to remain effective when working under pressure and achieve deadlines without sacrificing attention to detail.
- Strong commitment to continuous personal development
- Enquiring and analytical with the ability to absorb information quickly and accurately.
- Adaptable and flexible in approach with the ability to work effectively both independently and as part of a team.

Desirable:

- Previous experience of financial controls and reconciliations.
- Experience of VAT in a partially exempt environment.

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.

EDUCATION & PROFESSIONAL QUALIFICATIONS

Desirable:

- Educated to degree level or equivalent
- AAT qualification or equivalent.

Competency Requirements	Essential	Desirable
Adapting to change	B	
Creativity and innovation	B	
<i>Customer focus (optional)</i>	C	D
Interpersonal understanding	B	
Leadership	B	C
Managing resources	A	
Organisational commitment	B	C
Proactivity and planning	B	C
Problem solving and decision making	C	
Performance Management	B	C
Resilience	C	D
<i>Staff development and commitment to learning (optional)</i>	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 http://www.london.ac.uk/5258</p>		