

**Job Description: Professional Services**

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| **PSU:** | Finance |
| **Job Title:** | Income Officer - Grade 6 |
| **Department/Subject:** | Income Section |
| **Salary:** | 28,759 – 32,332  |
| **Hours of work:** | 35 hrs per week |
| **Contract:** | Fixed Term (1 Year) 1st August 2024 to 31st July 2025 |
| **Location:** | Singleton Campus |

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| **Introduction** | As an intrinsically principled, purposeful and resilient organisation, characterised by distinct values, culture and behaviours, Swansea University needs a professional services workforce with the differentiated skills necessary to deliver excellence. |
| **Background information**  | Assisting the Senior Income Officers, this individual will be responsible for providing confident professional Income advice and guidance to colleagues, along with liaising with customers, ensuring outcomes are aligned to the University’s strategic vision. They will understand the local and organisational business environment, identifying risks, providing insights and flexible, innovative solutions. They will continually evaluate their own impact, and that of the Finance function, to improve as a professional and take forward the Income function. |
| **Main Purpose of Post** | 1. Working with minimum supervision and in a flexible manner to support the Senior Income Officers in providing a professional, efficient and customer focussed finance service.
2. Contributing to the day-to-day running of the Income function to ensure outcomes are delivered on time.
3. Using specialist knowledge to assist with the management of the Income Cycle from sales requisition through to debt management.
4. Liaising with colleagues and customers on technical matters making decisions and judgements as appropriate to the role.
5. Use insights and objective data to identify risks and opportunities to advise colleagues to ensure appropriate action taken.
6. To support the Senior Income Officers and colleagues to apply Financial Policies and procedures fairly, consistently and accurately.
7. Extracting and evaluating data ensuring quality information is provided to aid decision making.
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| **General Duties** | 1. To fully engage with the University’s Performance Enabling and Welsh language policies.
2. To promote equality and diversity in working practices and to maintain positive working relationships.
3. To lead on the continual improvement of health and safety performance through a good understanding of the risk profile and the development of a positive health and safety culture.
4. Any other duties as directed by the Head of Income, or their nominated representative expected within the grade definition.
5. To ensure that risk management is an integral part of your day-to-day activities to ensure working practices are compliant with the University's Risk Management Policy.
6. Seek, act on and provide feedback to enable improvement, taking responsibility of own continued professional development.
7. As a high performing Department, Finance is constantly improving and all Finance professionals are expected to engage in alternative roles in other areas of Finance or the wider University, for personal and professional growth or where it may be operationally required.
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| **Professional Services Values** | All Professional Services areas at Swansea University operate to a defined set of Core Values - [Professional Services Values](http://www.swansea.ac.uk/the-university/world-class/values/professional-services-values/) and it is an expectation that everyone is able to demonstrate a commitment to these values from the point of application through to the day to day delivery of their roles. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have. **We are Professional**We take pride in applying our knowledge, skills, creativity, integrity and judgement to deliver innovative, effective, efficient services and solutions of excellent quality.**We Work Together**      We take pride in working in a proactive, collaborative environment of equality, trust, respect, co-operation and challenge to deliver services that strive to exceed the needs and expectations of customers.**We Care**We take responsibility for listening, understanding and responding flexibly to our students, colleagues, external partners and the public so that every contact they have with us is a personalised and positive experience.Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have. |
| **Person Specification** | **Essential Criteria:****Values:*** Demonstrable evidence of taking pride in delivering professional services and solutions.
* Ability to work together in an environment of equality, trust and respect to deliver services that strive to exceed the needs and expectations of customers.
* Demonstrable evidence of providing a caring approach to all of your customers ensuring a personalised and positive experience.

**Qualification:** * Qualification at further education level or equivalent experience.

**Experience:** * Experience of applying technical knowledge whilst working in partnership with managers and colleagues.
* Experience of engaging with customers to provide specialist assistance and support.

**Knowledge and Skills**:* Evidence of providing a professional, efficient, customer focused Finance service demonstrating where Finance outcomes have been delivered to the agreed level and timescales.
* Evidence of utilising insights and objective data to assist their line manager in identifying risks and opportunities to ensure the appropriate action was taken.
* Evidence of knowledge and compliance with relevant legislation and Financial Policies.
* Evidence of extracting and evaluating data to provide and present quality information to aid decision making.
* Evidence of actively seeking and acting upon feedback to improve as a professional, taking responsibility for own CPD.
* Evidence of an outward looking and future focussed approach, horizon scanning and using professional networks to identify trends and innovative approaches to enable improvement.

**Desirable Criteria:*** Experience of using financial / accounting software.
* Ability to communicate in Welsh.
* Experience of Agresso Business World.

**Welsh Language:** Level 1 – ‘a little’ (you do not need to be able to speak any Welsh to apply for this role)e.g. pronounce Welsh words, place names, department names. Able to answer the phone in Welsh (good morning / afternoon). Able to use of learn very basic every-day words and phrases (thank you, please, excuse me). Level 1 can be reached by completing a one-hour training course.For more information about the Welsh Language Levels please refer to the Welsh Language Skills Assessment web page, which is available here. |
| **Additional Information** | **Informal enquiries:** For further information please contact Keith Hurford k.hurford@swansea.ac.uk  |

  