



**Campus Life Services**  
UNIVERSITY OF LIMERICK

## Job Description

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| <b>Job Title</b>                 | <b>Academic Year Accounts Assistant</b>               |  |
| <b>Reports to</b>                | Financial Controller & General Manager Student Living |  |
| <b>Faculty/School/Department</b> | Campus Life Services                                  | <b>Location</b> University of Limerick |

### Section 1: Job Context

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| <b>1. Job Purpose</b> | <p><b>Background</b></p> <p>Campus Life Services (Plassey Campus Centre) is a university company which manages facilities and services which contribute to campus life and the cultural life of the region. These include student accommodation, catering, retail, the University Concert Hall, and UL Sports Arena. A key activity for the company is the provision of a distinctive student living experience on campus in over 2,800 student bedrooms. At UL we offer a truly distinctive student living experience during the academic year in an environment which not only offers high quality accommodation facilities to our student community but also delivers an experience which promotes personal growth and academic success. A comprehensive programme of student events and activities delivered in the residential environment focus on the social, personal, and academic growth of each student as part of our Campus Life Programme and Living Learning Community activity.</p> <p>During the summer months we provide a very successful tourism product and service. Campus Life Services markets the campus for conferences and events and accommodates leisure and group guests in high quality Failte Ireland approved accommodation. Typical conference and events include academic and charity conferences, sports tournaments, and summer schools. A significant element of the company's summer leisure guest activity is channelled through online travel Agencies (OTA) e.g., booking.com</p> <p>The Academic Year Accounts Assistant joins a highly committed team who are passionate about delivering exceptional customer service.</p> <p><b>Job Purpose</b></p> <p><b>The purpose of this role is to oversee the academic year rental fee payments process.</b></p> <p>The key aspects to the role include Payment /Card Management, Transaction processing, Refund Processing, Completing Reconciliations and Debtor Management.</p> <p><b>Payment/ Card Management:</b> managing the capturing, review and updating of customer banking information. bank information for direct debits or card information for recurring card payments (rcp).</p> <p><b>Transaction Processing:</b> assisting in the finance department with the daily processing of academic year rental transactions, reconciling the data and investigating variances.</p> <p><b>Deposit refunds:</b> completing the processing of deposit refunds on a bi-monthly basis and at the end of each semester.</p> |
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|                                       | <p><b>Management Structure</b></p> <p>The Account Assistant will work closely with the finance team and the Village Management team to ensure the correct processing of all transactions and completion of reconciliations</p>   |
| <p><b>2. Key Accountabilities</b></p> | <p>The Kinetic System is the reservation system in place to manage and processes all student residents' data. The system is managed by the Operations teams. The system is integrated with the finance system, Dimensions, using transaction broker and this process is run daily. The Academic Year Accounts Assistant will have a key role in system development and implementation and will be required to become a "super-user" of both the finance and village administration aspects of the system.</p> <p><b>1. Accounts Receivable – Kinetics System</b></p> <p>The Academic Year Accounts Assistant will be responsible for accounts receivable role including invoicing and receipts, lodgements, account reconciliations, student deposits and reporting on outstanding balances. An integral part of the role is to ensure that the invoices for all the rental fee payments are raised in conjunction with the timelines set out in the agreed academic year rates. In line with the payment process, the role will require continuous auditing of the payments received and manage the village debtor management process in line with the Residential Tenancies Board Act as required. The Academic Year Accounts Assistant will oversee the financial records for the Kinetics System and ensure that all financial records on student accounts are up to date and correct. Along with individual student accounts receivable, the Academic Year Accounts Assistant will be responsible for invoicing stakeholders such as international agencies, UL Global, UL Student Life and UL departments for scholarship accommodation. Responsible for debt collection process including phoning, emailing, and using SMS system to communicate with debtors to ensure payments are collected in a timely manner.</p> <p><b>2. Accounts Payable</b></p> <p>The Academic Year Accounts Assistant will be required to assist the finance function with the routine and end of semester refunds to the customer, in conjunction with village management team. The Academic Year Accounts Assistant will be responsible for balancing accounts following the end of semester refunds and be involved in assisting each village with the compilation and checking of deposit refunds</p> <p><b>3. Direct Debit/Card Management</b></p> <p>The Academic Year Accounts Assistant will be responsible for ensuring that: Bank/Card details are captured on the Kinetic system in advance of the first scheduled payment date and notifying the Village Academic Year Accounts Assistant (VFA) of any exceptions.<br/> Ensuring all cards/bank details are valid in advance of each scheduled payment date.<br/> Reviewing the bank account for returned direct debits/ failed transactions and following the debtor management process by communicating with the student.<br/> Ensuring that departed students are excluded from subsequent payment runs.</p> <p><b>4. Transaction Processing</b></p> <p>Invoices and payments as processed on the Kinetic system are imported to the Accounts system daily.<br/> Invoices: The Academic Year Accounts Assistant will be responsible posting invoices raised on the Kx Student module and reconciling the invoices to the Kx system.</p> <p>Payments (Cover) The Academic Year Accounts Assistant will provide <b>cover</b> during leave periods for posting fee payments as imported from the Kinetic system, reconciling the receipts to the actual web portal receipts and village takings, and investigating variances</p> |

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|   | <p><b>5. Deposit refunds</b></p> <p>Processing the deposit refunds submitted on a bi-monthly basis and at the end of each semester. Reconciling the approved refunds to the imported transaction from Kx and following up where a transaction is not in Dimensions. Ensuring that the refunds are processed via the correct method (bank transfer, global payments and Fexco) and in line with the agreed payment dates. Posting the transactions on Dimensions as per the refund method.</p> <p><b>6. Reporting</b></p> <p>Report generating of debtors and other reports is a key function of this role, along with circulation of same to relevant departments.</p> <p>The Academic Year Accounts Assistant will be required to report on the status of duties at the bi-weekly finance team meeting and issue reports on the Kx/Dimensions Data Reconciliations.</p> <p>Attendance at the weekly village operations meeting will be necessary to ensure effective communications is in place with the village team.</p> <p><b>7. Staff Supervision Role</b></p> <p>The Accounts Assistant may at times be required to co-ordinate staff to assist in the processing of payments and other activities should they arise.</p> <p><b>8. Customer Service Role</b></p> <p>At Campus Life Services, we aim to have a strong customer service ethos in relation to students and summer guests alike. The Accounts Assistant will be required to deliver this level of customer service when communicating with customers/ colleagues in relation to their accounts. A large part of this role will be dealing with the public on the phone collecting payments and answering queries from the public. At certain time of the year the role will be purely in dealing with the public e.g., when bookings open</p> <p><b>9. Staff Timesheets Processing</b></p> <p>During the summer period the company takes on casual staff in our residential villages. On a biweekly basis timesheets are submitted to payroll and the compilation and checking of the timesheets is a function of this role.</p> <p><b><i>Any other duties as appointed</i></b></p> |
| <p><b>3. Context</b></p>                                  |   |
| <p><b>3a Key Working Relationships &amp; Contacts</b></p> | <ul style="list-style-type: none"> <li>• Reporting to and working with <ul style="list-style-type: none"> <li>- Financial Controller</li> <li>- General Manager Student Living</li> <li>- Operations Manager</li> <li>- Accommodation Administrator</li> <li>- The Senior Executive, Plassey Campus Centre</li> </ul> </li> <li>• Liaison with internal departments at Campus Life Services <ul style="list-style-type: none"> <li>- Finance Team</li> <li>- Village Management Teams</li> <li>- Accommodation Office Team</li> <li>- Accommodation Service Team</li> <li>- Office of the Chief Operating Officer</li> </ul> </li> <li>• Managing third party contractor services</li> </ul>  |

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|  | <ul style="list-style-type: none"> <li>- Payment Providers</li> <li>- Software Providers</li> <li>• Liaison with UL stakeholders <ul style="list-style-type: none"> <li>○ University Departments</li> <li>○ University of Limerick Students Union</li> <li>○ UL Sport</li> <li>○ UL International Education Division</li> <li>○ Other University Departments</li> </ul> </li> </ul> |
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| <b>3b Working Environment/Special Circumstances</b> | <p>The physical demand of the role typically involves the user of standard office equipment. Routine use of a PC is essential for inputting data and communicating with colleagues and clients</p> <p>Responsibility for employee health and safety is that of due diligence. It is important to be aware of the risks in the work environment and the potential impact on own work and the work of others</p> <p>The Academic Year Accounts Assistant will be required to perform administration tasks which will require high levels of attention to detail under tight timescales.</p> <p>Occasional working outside normal working hours will be required and annual leave may be restricted during such busy times – especially during the beginning and ending of academic year semesters.</p> <p>The role will require weekend work during peak student in take periods depending on business requirements.</p> <p>Requirement to adhere to company dress standard</p> |
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| <b>3c Job Boundaries</b> | <ul style="list-style-type: none"> <li>- Plans and organizes own workload – recognizes what needs to be done and follows through. Work priorities can be determined by the line manager</li> <li>- The role holder will be expected to promote and adhere to the Campus Life Services published policies and procedures</li> <li>- Will take on board advice and counsel from line manager and support the ethos of Campus Life Services</li> </ul> |
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| <b>4. Dimensions</b><br>IT Systems | <ul style="list-style-type: none"> <li>- Proficient in MS packages, excel and accounting packages. Ability to quickly learn the accommodation administration system, Kinetics which is being used currently.</li> <li>- Be required to acquire a good working knowledge of the various computer packages in use e.g. Access Accounting -Dimensions, Kinetic Solutions – Kx (student reservation system), Fexco, Quantum, BOI Business Online, etc.</li> </ul> |
| Customer Operational               | <ul style="list-style-type: none"> <li>- Ability to priorities and organise work to meet designated deadlines</li> <li>- Demonstrates attention to detail and accuracy in performance of duties</li> </ul>  |

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| Administrative | <ul style="list-style-type: none"> <li>- Strong organisational and time management focus required</li> <li>- Excellent administration skills is required. Will manage the administration function in accordance with company policy</li> <li>- An exceptionally strong customer focus is required</li> </ul> |
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**Section 2: Knowledge, Qualifications, Skills, Experience & Competencies**

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| <b>5. Knowledge, Functional Skills, Experience &amp; Qualifications</b> | <b>Requirement</b> – Note refer to Functional Competency Framework or Professional Standards for guidance. It is important to convey the level of knowledge that the job requires. | <b>Essential/Desirable</b> |
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|   | <b>Knowledge</b>  |           |
|   | Understanding of the double entry accounting systems                | Essential |
|   | Understanding of excellent customer service management and delivery | Desirable |
|   | Knowledge of the student accommodation sector                       | Desirable |
|   | Knowledge of relevant student accommodation sector legislation      | Desirable |
|   | <b>Functional/Work-based Skills</b>                                 |           |
|   | Excellent interpersonal, organisational, and administrative skills  | Essential |
|   | Excellent communication skills                                      | Essential |
|   | Proficient in Microsoft Word, Excel, and PowerPoint                 | Essential |
|   | Experience with finance software systems                            | Desirable |
|   | Experience with property management/hotel software systems          | Desirable |
|   | <b>Experience</b>   |           |
|   | Minimum of 2 to 3 years in a busy office environment                | Essential |
| Demonstrate sound judgement, attention to detail, effective problemsolving and a proven track record of exceeding customer expectations | Essential   |           |
| <b>Qualifications</b>   |   |           |
| An Accounting Technician or other business qualification  | Desirable   |           |
| A working knowledge of an account's software package  | Desirable   |           |

| 6. Behavioural Competencies   | Enablers of Success   | Level 1-5 | Comments |
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| <i>This section relates to the competencies required to do the job effectively, e.g., effective communication skills, ability to plan and organise, initiative or goal achievement etc.</i> |   |           |          |
| <b>Customer Focus</b>   | Strives to tailor service to customer needs. Encourages others to focus in the customer. Identifies and clarifies individual customer needs   | 5         |          |
| <b>Planning &amp; organising</b>  | Plans activities thoroughly for self/others, makes the best use of available resources  | 5         |          |
| <b>Using Initiative, Achieving Goals</b>  | Determines the best method to achieve goals and maintains flexibility ensuring effective delivery of work. Uses initiative to resolve problems where the solution may not be immediately apparent | 4         |          |
| <b>Decision Making &amp; Problem Solving</b>  | Resolves both problems that may occur on a regular basis and more complex infrequent problems. Uses judgement to assess exceptions  | 4         |          |
| <b>Effective Communication</b>  | Communicates detailed information clearly, both written and oral  | 5         |          |
| <b>Team &amp; Collaborative working</b>   | Fosters a collaborative/team working spirit. Actively helps and supports others to achieve team goals   | 4         |          |
| <b>Effective Networking and Relationships</b>   | Nurtures relationships and contacts, both internal and external as sources of information and expertise to support work activities  | 4         |          |
| <b>Innovation &amp; Creative Thinking</b>   | Has the ability to think critically and strives to continually improve own processes and areas of business  | 4         |          |
| <b>Change, Adaptability and Flexibility</b>   | Recognises where changes can be made and takes steps to make those changes. Gains commitment from others to change  | 3         |          |

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| <b>Leadership</b>                          | Gives direction and instruction. Keeps people informed and gets the best out of people through enthusiasm and recognition   | 4 |  |
| <b>Continuous Development</b>              | Takes a positive approach towards development of self and others. Provides regular encouragement and support to reinforce key behaviours in others                  | 3 |  |
| <b>Thinking &amp; Acting Strategically</b> | Understands the culture and goals of Campus Life Services as they relate to their own area. Generate ideas which contribute to the departments plans and objectives | 3 |  |