



**UNIVERSITY OF LINCOLN
JOB DESCRIPTION**

JOB TITLE	Finance E-Commerce Administrator				
DEPARTMENT	Finance				
LOCATION	Brayford Campus				
JOB NUMBER	FS6125	GRADE	4	DATE	January 2016
REPORTS TO	Treasury and E-Commerce Manager				

CONTEXT

The Finance Department consists of approximately 35 professional staff who have relationships with every area of the University at both a strategic and operational level. The role of Finance ranges from supporting the development of University strategy, maintaining accurate accounting records, safeguarding assets and providing an excellent student experience.

The University's E-Commerce systems are customer facing methods of collecting payment through the use of information technology and comprise of:

- Online Store (operated by WPM Education),
- Online Payment Gateways for collecting debit and credit card payments (operated by WPM Education and Firewire),
- Payment Service Provider online back office systems (currently Barclaycard),
- Point of sale terminals to collect debit and credit card payments across the University.

JOB PURPOSE

Reporting to the Treasury and E-Commerce Manager, the purpose of this role is to:

- To assist the Treasury and E-Commerce Manager in the development and implementation of Finance E-Commerce systems aimed at simplifying and improving the customer experience;
- To administer the University's Online Store ensuring that an efficient and effective service is provided;
- To support the work to maintain PCI-DSS (Payment Card Industry - Data Security Standard) compliance;
- To administer and monitor the use of point of sale terminals across the University; and
- To perform the administration duties in relation to the payment service provider and to support the Treasury and E-Commerce Manager with relationship management.

KEY RESPONSIBILITIES

Maintenance and Development of Existing Finance E-Commerce Systems

To be the Finance expert user and advise on all Finance E-Commerce systems (collectively referred to as 'systems').

To support the Treasury and E-Commerce Manager and work closely with ICT to ensure that systems are simple, effective and fit for purpose in support of the customer experience.

To recommend process improvements.

To monitor systems to ensure that they are operating effectively and that financial information from payment pathways and other linked sources are accurate.

To liaise with system providers to resolve issues and to ensure continuation of an efficient and effective service.

To attend working groups, conferences and updates from system providers to keep up-to-date with developments and identify new and emerging opportunities.

Change and Development of New Systems and Technologies

To support the Treasury and E-Commerce Manager in making recommendations on new systems and technologies.

To be a member of cross-University project teams where new University systems include Finance E-Commerce elements.

To assist with implementing change arising from the implementation of new systems and technologies.

Operation of the University Online Store

To administer the day to day running of the Online Store ensuring products on the store are up to date and accurate.

To process all refunds arising from overpayments on the Online Store.

To work with the Treasury and E-Commerce Manager to expand the use of the store across the University through internal liaison and promotion with Colleges and Professional Service areas.

To deliver training and provide ongoing support and guidance to new and existing users of the store, including the production of training materials and procedure notes.

To produce and review accurate Online Store management information.

To delegate to and supervise the Finance Department 'Student Ambassadors' as required for routine administration tasks to support the running of the store.

To maintain the University Store portal page ensuring that the information is accurate, relevant and up to date.

Maintain PCI-DSS Compliance (Payment Card Industry - Data Security Standard)

Provide support to the Treasury and E-Commerce Manager and work with ICT Information Security Manager to ensure the Finance Department remains PCI-DSS compliant.

Point of Sale Terminals and Payment Service Provider

To identify the need for and issue point of sale terminals which are distributed to outlets across the University and recharge costs as appropriate.

To monitor the usage of point of sale terminals across the University.

To monitor and code all payment service provider costs including logging and resolving queries.

To operate the back office management of the payment service provider, including the maintenance of online fraud rules.

To support the Treasury and E-Commerce Manager with the relationship management with the payment service provider.

Customer Service

To deliver excellent customer service to students, parents and customers via email, telephone and in person in accordance with the agreed standards of the Finance Department and the University.

To ensure all Finance Departmental standards, competencies, attitudes and behaviours are adhered to.

Absence Cover

To provide absence cover for the Treasury Administrator role.

In addition to the above, undertake such duties as may reasonably be requested and that are commensurate with the nature and grade of the post.

ADDITIONAL INFORMATION

Scope and dimensions of the role
Reports to the Treasury and E-Commerce Manager

Key working relationships/networks	
Internal	External
Finance Department Teams Communications, Development and Marketing ICT Conference Office College Staff Student Administration Accommodation Office Project Working Groups	WPM Education (Online payment gateway provider) FireWire (Online payment gateway provider) Barclaycard (Payment service provider) Students (inc parents and guardians) Commercial customers Internal and external auditors Conferences relating to Systems Relationship Meetings with System Providers



UNIVERSITY OF LINCOLN
PERSON SPECIFICATION

JOB TITLE	Finance E-Commerce Administrator	JOB NUMBER	FSXXXX
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Selection Criteria	Essential (E) or Desirable (D)	Where Evidenced Application (A) Interview (I) Test (T)
Qualifications:		
A Levels or equivalent	E	A
IT related qualification	D	A
Experience:		
Experience working in a high quality, pro-active and delivery focused Finance or IT function	E	A/I
Experience and understanding of a computerised accounting system	E	A/I
Experience of Finance E-Commerce systems	E	A/I
Accounting, financial analysis and reporting experience	D	A/I
Experience of the 'Technology One' corporate system	D	A/I
Experience within the HE sector	D	A
Appreciation of the issues facing the HE sector	D	A/I
Skills and Knowledge:		
An understanding of the financial management issues of a University	E	A/I
Excellent team working skills	E	A/I
Skilled Microsoft Office user – especially Excel	E	A/I/T
Highly developed IT skills and understanding	E	A/I/T
Competencies and Personal Attributes:		
A professional and proactive approach	E	I
Able to initiate, drive and gain acceptance for change	E	I
Able to demonstrate use of initiative/self-starter	E	I
Able to build effective internal and external working relationships	E	A/I
Excellent communication skills at all levels	E	I
Ability to manage own time and determine priorities on a day to day basis	E	A/I/T
Ability to thrive in a demanding and pressured role	E	I

Essential Requirements are those, without which, a candidate would not be able to do the job. **Desirable Requirements** are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

Author	IW	HRBA	
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