

# Swydd Ddisgrifiad

Prifysgol Wreccsam  
Wrexham University



<b>Cyfadran/Adran</b>	Cynllunio Strategol a Gweinyddiaeth Myfyrwyr
<b>Adran</b>	Gweithrediadau Trafodiadol Systemau Cofnodion Myfyrwyr
<b>Teitl y Swydd</b>	Uwch Weinyddwr Cyllid Myfyrwyr
<b>Yn atebol i</b>	Rheolwr Cymorth Gweinyddiaeth Myfyrwyr
<b>Cyfrifol am</b>	Amherthnasol
<b>Gradd</b>	OA&4

## Prif Atebolrwydd

Gan weithio fel rhan o dîm, bydd y swydd hon yn cefnogi'r Rheolwyr Cymorth Gweinyddiaeth Myfyrwyr i ddarparu gwasanaeth cwsmeriaid rhagorol i fyfyrwyr a staff ac yn sicrhau prosesau myfyrwyr effeithiol ar draws pob maes, ac yn gallu deall, rheoli ac adrodd ar ddata cymhleth a gwybodaeth arall. Byddant yn gyfrifol am ddarparu cymorth a chynghor rheng flaen i fyfyrwyr yn cynnwys drwy gymorth ar-lein a bydd disgwyl iddynt gynnal a datblygu systemau ar-lein newydd. Bydd deiliad y swydd yn cyfrannu at ac yn cefnogi gwelliannau gwasanaeth parhaus yn seiliedig ar eu harsylwadau eu hunain a sylwadau gan fyfyrwyr a staff.

Bydd disgwyl i ddeiliad y swydd weithio ar draws pob maes gyda ffocws penodol ar dasgau'n ymwneud â ffioedd myfyrwyr a chyllid SLC. Bydd deiliad y swydd yn ddarparu'r gefnogaeth allweddol ar gyfer prosesau bilio myfyrwyr newydd ac yn gyfrifol am brosesu, cynnal a chadw a dadansoddi holl wybodaeth ffioedd myfyrwyr i sicrhau bod y wybodaeth gywir ar gael i'r Cwmni Benthyciadau Myfyrwyr (SLC), noddwyr, myfyrwyr ac i'r adran gyllid gyflawni'r prosesau anfonebu sydd eu hangen. O ystyried pwysigrwydd incwm ffioedd myfyrwyr i'r Brifysgol mae hon yn swydd ble bydd penderfyniadau a gweithredoedd yn cael effaith sylweddol ar y Brifysgol.

## Tasgau Allweddol

Sicrhau darpariaeth effeithiol o wybodaeth a chyngor gwybodus yn ymwneud â gwybodaeth a thasgau cymhleth yn ymwneud â ffioedd myfyrwyr a chyllid, yn ogystal ag ymholiadau gwybodaeth a chofnodion myfyrwyr eraill, gan gynnwys bod yn rhagweithiol wrth godi materion yn ôl yr angen.

Ymateb yn ofalus gydag esboniadau manwl yn ôl yr angen, i ymholiadau gan fyfyrwyr, cydweithwyr, SLC a Cyllid Myfyrwyr Cymru/Lloegr yr UE a chyrrff allanol a/neu archwilwyr eraill, yn ogystal â darparu adroddiadau i uwch reolwyr yn ôl yr angen.

Byddant yn defnyddio eu menter eu hunain i weithio gyda'r grwpiau uchod i gyfnewid gwybodaeth ac yn ceisio gwella gweithio effeithiol drwy nodi anghenion gwasanaeth ('cwsmeriaid'). Mae hwn yn ofyniad 'gwasanaeth cwsmeriaid' eang, ble mae angen i ddefnyddio adborth yn rhagweithiol i adnabod a chyflawni gwelliannau gwasanaeth.

Gweithio'n agos gyda chydweithwyr SPSA a'r Adran Gyllid i sicrhau symud, cofnodi, adroddiadau a hygyrchedd data effeithiol, addas a chywir yn ymwneud â thasgau gweinyddiaeth myfyrwyr, gan gydlynu gwaith cydweithwyr eraill yn ôl yr angen.

Nodi materion neu broblemau posibl mewn modd rhagweithiol, a gallu cynnig gwelliannau gwasanaeth (gan gynnwys rhai y tu hwnt i'w maes uniongyrchol) a gweithredu'r datrysiadau hynny (pan fo hynny'n briodol).

Cefnogi prosesau ymrestru myfyrwyr a chadarnhau cofrestriadau myfyrwyr newydd i'r SLC i hybu rhyddhau cronfeydd arian i fyfyrwyr a'r Brifysgol.

Adolygu ymrestriadau a dyraniad dilynol statws ffioedd cywir ar gyfer ymrestriadau myfyrwyr, gan nodi a chasglu gwybodaeth ychwanegol yn ôl yr angen i sicrhau anfonebu cywir ar gyfer ffioedd.

Prosesu newidiadau data yn gywir (fel ffurflenni Newid Amgylchiadau) i sicrhau bod systemau porth SLC a'r Brifysgol yn cael eu diweddarau'n gyson.

Archwilio a chywiro anghysondebau, gan ddefnyddio eu menter eu hunain a'u creadigrwydd i ddatrys problemau, ac i wybod pryd i fynd â phethau ymhellach.

Cefnogi cydweithwyr mewn meysydd eraill o SPSA, yn y Tîm Cyllid Myfyrwyr a Thîm Cyllid y Brifysgol, gyda'r broses gwirio a chymodi i sicrhau cywirdeb data myfyrwyr a phrosesau data ffioedd.

Cefnogi cydweithwyr (yn y meysydd uchod) a chynorthwyo i hyfforddi cydweithwyr i ddefnyddio prosesau, systemau a meddalwedd.

Cynhyrchu adroddiadau a dadansoddiadau a chynorthwyo cydweithwyr i gynhyrchu rhagolygon incwm a chyllidebau i gynorthwyo gyda chasglu datganiadau statudol.

Cefnogi prosesau newydd a chyfleusterau hunanwasanaeth ar gyfer myfyrwyr a staff, gan ddefnyddio e-Vision, er enghraifft, fel rhan allweddol o hyn.

## Dyletswyddau Cyffredinol

Byddwch yn sicrhau bod systemau a gweithdrefnau rheoli priodol ar waith er mwyn bodloni'ch dyletswyddau a'ch cyfrifoldebau iechyd a diogelwch a geir ym mholisi iechyd a diogelwch y Brifysgol. Yn benodol, byddwch yn sicrhau bod asesiadau risg priodol yn cael eu cynnal mewn perthynas â pheryglon sylweddol ac yr ymgymerir ag arolygon diogelwch o leiaf unwaith y flwyddyn ym mhob gweithle dan eich rheolaeth chi.

Cyfrifoldeb y gweithwyr yw ymgorffori Polisi Cyfle Cyfartal y Brifysgol o fewn eu maes cyfrifoldeb eu hunain ac yn eu hymddygiad cyffredinol.

Mae gan yr holl staff gyfrifoldeb am hyrwyddo gofal cwsmer o ansawdd yn eu meysydd cyfrifoldeb eu hunain.

Rhaid i staff fod yn ymwybodol o ymrwymiad y Brifysgol i Gynaliadwyedd.

Rhaid i bob aelod o staff hyrwyddo ymddygiad iach ac iechyd meddwl a llesiant cadarnhaol.

Disgwylir i ddeiliaid swydd gydymffurfio â'r broses Adolygu Datblygiad Proffesiynol, gan gymryd rhan wrth osod amcanion er mwyn cynorthwyo gyda'r gwaith o fonitro perfformiad a datblygiad yr unigolyn.

Byddwch yn asesu anghenion hyfforddiant a datblygiad pob aelod o staff dan eich rheolaeth i sicrhau eu bod yn cael eu cefnogi'n ddigonol mewn perthynas â'u cyfrifoldebau yn y gwaith.

Dyletswyddau perthnasol eraill sy'n gymesur â gradd y swydd, a all gael eu neilltuo gan y Rheolwr, mewn cytundeb â deiliad y swydd. Ni ddylid gwrthod cytundeb o'r fath yn afresymol.

Mae'r cyfrifoldebau allweddol sydd wedi'u cynnwys yn y swydd ddisgrifiad hwn yn rhai nodweddiadol; nid ydynt yn gynhwysfawr. Gellir addasu dyletswyddau a chyfrifoldebau mewn trafodaeth â deiliad y swydd.

Disgwylir i'r holl ddeiliaid swydd yn y Gyfarwyddiaeth allu cynnig cymorth ar draws pob maes, y tu hwnt i'w tîm uniongyrchol, ar gais y Cyfarwyddwr ac yn gymesur â'u sgiliau, eu gwybodaeth a'u profiad.

## Nodweddion Arbennig

- Mae'r swydd hon wedi'i lleoli ar y campws.
- Parodrwydd i weithio'n hyblyg yn ystod y cyfnodau prysuraf, gan gynnwys nosweithiau ac ambell i benwythnos yn ôl yr angen: Mis Mehefin/Gorffennaf a mis Medi/Hydref.
- Unrhyw gyfrifoldebau priodol eraill ar gais y Tîm Rheoli

## Adolygu

Mae hwn yn ddisgrifiad o'r swydd ar adeg ei chyhoeddi. Arfer y Brifysgol o bryd i'w gilydd yw adolygu a diweddarau swydd ddisgrifiadau er mwyn sicrhau eu bod yn adlewyrchu natur gyfredol y swydd a gofynion y Brifysgol yn gywir ac i ymgorffori unrhyw newidiadau rhesymol pan fo angen, mewn ymgynghoriad â deiliad y swydd.

**Teitl y Swydd:**

**Uwch Weinyddwr Cyllid Myfyrwyr**

Er mwyn cael eich rhoi ar y rhestr fer rhaid i chi arddangos eich bod yn bodloni'r holl feini prawf hanfodol a chymaint o'r meini prawf dymunol ag sy'n bosibl. Pan fydd gennym nifer fawr o geisiadau sy'n bodloni'r holl feini prawf hanfodol, byddwn wedyn yn llunio'r rhestr fer gan ddefnyddio'r meini prawf dymunol.

## Meini Prawf Dethol

Priodoleddau	Eitem	Meini Prawf Perthnasol	Dull Adnabod	Pwysigrwydd	
1	Sgiliau a Gallu	1.1	Sgiliau gwasanaeth cwsmeriaid rhagorol amlwg	Ff, C	H
		1.2	Sgiliau TG da ar draws rhaglenni Microsoft Office, yn enwedig yn yng nghyd-destun Excel ac wrth gefnogi datblygiad mewnrwyd	Ff, C	H
		1.3	Gallu dysgu sgiliau newydd yn sydyn a'u rhoi ar waith yn effeithiol	Ff, C	H
		1.4	Gallu deall a rheoli setiau data mawr a chymhleth	Ff, C, P	H
		1.5	Gallu adnabod ac asesu ble gallai fod angen i waith eraill gael ei gymedroli neu ei gydlynu (gan gynnwys gwaith timau eraill)	Ff, C	D
		1.6	Gallu adnabod a datrys problemau, gan arwain at welliannau	Ff, C	H
2	Gwybodaeth Gyffredinol ac Arbenigol	2.1	Gwybodaeth am gyd-destun gweithredu, gofynion a phrosesau Cyllid Myfyrwyr gan gynnwys y SLC a SFW/E	Ff, C	D

		2.2	Gwybodaeth ynghylch SITS (y system gwybodaeth rheoli cofnodion myfyrwyr a ddefnyddir gan y Brifysgol)	Ff, C	D
		2.3	Gwybodaeth ynghylch datblygu canllawiau proses ar gyfer prosesau a gweithdrefnau cymhleth	Ff, C	H
3	Addysg a Hyfforddiant	3.1	Addysg hyd at lefel gradd neu brofiad perthnasol cyfwerth	Ff, C, T	H
4	Profiad Perthnasol	4.1	Darparu cymorth effeithiol i gwsmeriaid gan arwain at welliant gwasanaeth	Ff, C	H
		4.2	Gweithio'n uniongyrchol ar sail wyneb yn wyneb gyda chwsmeriaid	Ff, C	H
		4.3	Gweithio mewn amgylchedd AU yn cefnogi gweinyddiaeth myfyrwyr	Ff, C	H
		4.4	Adnabod a gweithredu gwelliannau yn narpariaeth y gwasanaeth	Ff, C	H
		4.5	Glynu at ofynion archwilio sylweddol (mewnol ac allanol) a hyfforddi eraill ynglŷn â'r broses a'r systemau a ddefnyddir	Ff, C	D
5	Gofynion Arbennig	5.1	Unigolyn sy'n meddwl yn greadigol a hyderus, a fydd yn datblygu datrysiadau creadigol i oresgyn heriau.	Ff, C	H
		5.2	Unigolyn deinamig ei ymagwedd, ac sy'n arddangos brwdfrydedd, arloesedd a menter.	Ff, C	H

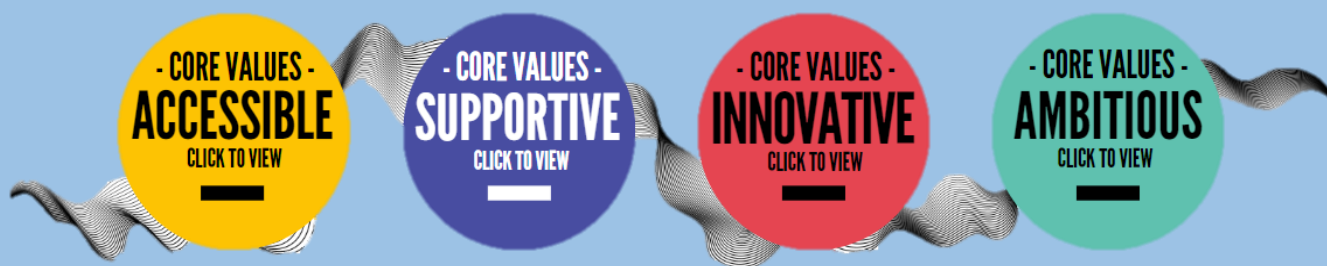
		5.3	Gallu gweithio i amserlenni heriol ac ymateb iddynt, gan fagu dull gweithredu hyblyg a chadarnhaol i sicrhau y cyflawnir canlyniadau yn effeithiol.	Ff, C	H
		5.4	Gallu cyfathrebu yn Gymraeg.	Ff, C	D
<b>Dyddiad Adolygu</b>					

<b>Allwedd</b>	<b>Dull Adnabod</b>	<b>Ff</b>	Ffurflen Gais
		<b>C</b>	Cyfweliad
		<b>P</b>	Prawf
		<b>T</b>	Copi o Dystysgrifau
		<b>Rh</b>	Rhoi Cyflwyniad
		<b>G</b>	Asesiad Grŵp
	<b>Pwysigrwydd</b>	<b>H</b>	Hanfodol
		<b>D</b>	Dymunol



# Job Description

Prifysgol Wreccsam  
Wrexham University



<b>Faculty/Department</b>	Strategic Planning and Student Administration
<b>Section</b>	Student Record Systems Transactional Operations
<b>Job Title</b>	Senior Student Finance Administrator
<b>Reports to</b>	Student Administration Support Manager
<b>Responsible for</b>	N/A
<b>Grade</b>	OA&4

## Principal Accountabilities

Working as part of a team, this role will support the Student Administration Support Managers in the delivery of excellent customer service to students and staff and in ensuring effective student processes across all areas, and able to understand, manage and report on complex data and other information. They will be responsible for providing frontline advice and support to students including through on-line support and will be expected to maintain and develop new online systems. The role holder will contribute to and support continuous service improvements based upon their own observations and those from students and staff.

The post-holder will be expected to work across all areas with specific focus on tasks related to student fees and SLC funding. The post holder will provide the key support to the new student billing processes and will be responsible for the processing, maintenance, and analysis of all student fee information to ensure that correct information is available to the Student Loan Company (SLC), sponsors, students and for finance to undertake the required invoicing. Given the importance of student fee income to the University this is a role where decisions and actions will have a significant impact for the University.



## Key Tasks

Ensure effective provision of information and informed advice in relation to complex student fee and finance related information and tasks as well as other student record queries and information, including being proactive in raising issues as required.

Respond carefully and with detailed explanations as required, to queries from students, colleagues, SLC and Student Finance Wales/England/EU and other external bodies and/or auditors, as well as provide senior managers with reports as required.

They will use their initiative to work with the above groups to exchange information and seek to improve effective working by identifying service ('customer') needs. This is a broad 'customer service' requirement, and where there is a need to proactively use feedback to identify and deliver service improvements.

Work closely with colleagues in SPSA and Finance to ensure data movement, recording, reporting and accessibility works effectively, appropriately and accurately in relation to student administrations tasks, coordinating the work of other colleagues where required.

To proactively identify issues or potential problems, and be able to suggest improvements to service (including outside of their immediate area) and (where appropriate) implement said solutions.

Support student enrolment and confirming new student registrations to the SLC to trigger funds to be released to students and the University.

Review enrolments and subsequent allocation of correct fee status to student enrolments, identifying and obtaining additional information as necessary to ensure correct invoicing of fees.

Accurately process data changes (such as Change of Circumstance forms) to ensure University and SLC portal systems remain accurate and up to date.

Investigate and rectify discrepancies that arise, using their initiative and creativity to resolve, and knowing when to escalate.

Support to colleagues in other areas of SPSA, in Student Funding Team and the University Finance Team with the checking and reconciliation process to ensure the accuracy of student data and fee data processing.

Support colleagues (in the above areas) and assist with training of colleagues in the use of processes, systems and software.

Produce reports and analysis and assist colleagues in producing income and budgetary forecasts and to assist in compilation of statutory returns.

Support new processes and self-service for students and staff, using e-Vision for example as a key part of this.



## Special Features

- The role is campus based.
- Be willing to work flexibly during peak periods including evenings and occasional weekends when required: June/July and September/October.
- Any other appropriate responsibilities at the request of the Management Team

## General Duties

You will ensure that appropriate management systems and procedures are in place to meet your health and safety duties and responsibilities contained within the University's health and safety policy. In particular you will ensure that appropriate risk assessments are carried out in respect of significant hazards and that safety inspections are undertaken on at least an annual cycle in each workplace under your control.

It is the responsibility of employees to apply the University's Equal Opportunities Policy in their own area of responsibility and in their general conduct.

All staff have a responsibility for promoting high levels of customer care within their own areas of responsibility.

Staff must be aware of the University's commitment to Sustainability.

All staff must promote healthy behaviour and positive mental health and wellbeing

Post holders are expected to co-operate with the Professional Development Review (PDR) process, engaging in the setting of objectives in order to assist in the monitoring of performance and the development of the individual.

You will assess the training and development needs of each member of staff under your control to ensure they are adequately supported in relation to their work responsibilities.

Such other relevant duties commensurate with the grade of the post as may be assigned by the Manager in agreement with the post holder. Such agreement should not be unreasonably withheld.

The key responsibilities contained in this job description are indicative not exhaustive. Duties and responsibilities may be altered in discussion with the post holder.

All post-holders within the Directorate are expected to be able to provide support across all areas, beyond their immediate team, as requested by the Director and commensurate with their skills, knowledge and experience.

## Review

This is a description of the job at the time of issue. It is the University's practice periodically to review and update job descriptions to ensure that they accurately reflect the current nature of the job and requirements of the University and to incorporate reasonable changes where required, in consultation with the job holder.

# Person Specification

**Job Title:** **Senior Student Finance Administrator**

In order to be shortlisted you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications that meet all of the essential criteria, we will then use the desirable criteria to produce the shortlist.

Selection Criteria					
Attributes		Item	Relevant Criteria	Identification Method	Rank
1	Skills & Abilities	1.1	Excellent and demonstrable customer service skills	A I	E
		1.2	Good levels of IT skills across Microsoft office particularly with regard to Excel and in supporting intranet development	A I	E
		1.3	Able to learn new skills quickly and apply these effectively.	A I	E
		1.4	Able to understand and manage complex and large data sets	A I T	E
		1.5	Able to identify and assess where the work of others (including in other teams) may need to be moderated or coordinated.	A I	D
		1.6	Able to identify and solve problems, leading to improvements	A I	E
2	General & Specialist Knowledge	2.1	Knowledge of Student Finance operating context and requirements, processes, including of the SLC and SFW/E	A I	D
		2.2	Knowledge of SITS (the student records management information system used by the University)	A I	D
		2.3	Knowledge of developing process guides for complex processes and procedures	A I	E
3	Education & Training	3.1	Educated to degree level or equivalent relevant experience.	A I C	E

4	Relevant Experience	4.1	Providing effective customer support which leads to service improvement	A I	E
		4.2	Working directly on face to face basis with customers	A I	E
		4.3	Working in an HE environment and in support of student administration	A I	E
		4.4	Identifying and implementing improvements in service delivery	A I	E
		4.5	Working to high audit (external and internal) requirements and training others in the process and systems used	A I	D
5	Special Requirements	5.1	A creative and confident thinker, who will develop creative solutions to overcome challenge.	A I	E
		5.2	Personal dynamism, demonstrating drive, innovation and initiative.	A I	E
		5.3	Ability to work and respond within challenging timeframes, adopting a flexible and positive approach to ensure outcomes are effectively delivered.	A I	E
		5.4	The ability to communicate in the Welsh language.	A I	D
<b>Date of Revision</b>					

Key	Identification Method	A	Application Form
		I	Interview
		T	Test
		C	Copy of Certificates
		P	Presentation
		G	Group Assessment
	Rank	E	Essential
		D	Desirable

