JOB DESCRIPTION

1. JOB SPECIFICS	
Job Title:	QAHE Income Team – Income Officer
Reports to:	Credit Manager – Azzurra Foschi
Location:	Birmingham- Manchester
Department:	Finance QAHE

2. ABOUT THE ROLE	
What you'll be doing?	As an Income Officer, you will serve as the primary point of contact for customers. Your role includes supporting student drop-in sessions and managing phoneline inquiries. A key responsibility is revenue collection, which involves overseeing instalment plans and conducting follow-ups to ensure timely payments. Occasional travel to the Manchester campus is required to support smooth operations.
Key Responsibilities	*Administrative Duties* Assist in the revenue creation and collection process for QA Higher Education customers. Perform general administrative duties as assigned by the Line Manager, ensuring the ledgers are updated with accurate information. Operate within established criteria and escalate issues to the Line Manager as necessary. Provide data analysis support to senior Income Officers and Line Manager in creating reports. *Customer Service* Customer engagement with high volumes of in-person interactions, including daily calls and drop-in sessions to address inquiries. *Collaboration* Collaborate with team members and other departments to maintain reports and documents for processing exclusions or updating financial account information. Respond to external and internal communications via phone and email.
KPIs & SLAs	Customer satisfaction through response times and issue resolution effectiveness, ensuring a high level of customer service.

Key Working Relationships	Internal • Within the team to build rapport and trust • Build and maintain good working relationships with all internal colleagues External • Build strong relations with external representatives • Manage and expand key relationships with representatives • Build and manage relationships with students

3. ABOUT YOU

Skills & Abilities	This role is ideal for a proactive and customer-focused individual with strong skills in data management, cross-departmental collaboration, and a commitment to delivering exceptional service while supporting the organization's financial objectives.
Your Experience	• Proven high level communication skills • Experience of using CRM and accounting database desirable. • Understanding of Microsoft office systems and basic level competencies • Database management experience desirable. • Self-motivated and driven. • Versatile and flexible to adapt to new tasks. • Calm and composed approach to maintain positive approach in high stress environments.
Your Knowledge	N/A
Your Qualifications	N/A
What you'll bring to QA	N/A