



Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the post holder.

Job title: Customer Support Advisor

Department/Division: Finance

Accountable to: Customer Support Manager

Job Summary: The post holder will form part of the Fees, Income and Credit Control (FICC) operational team. CSA's are required to support all internal and external stakeholders requests across its service portfolio

The postholder's key responsibilities are to:

- Support all aspects of student and customer related services within the unit
- Implement financial regulations and advise internal and external stakeholders of the principles, and procedures of these Regulations.
- Assist with delivering the units objectives relating to Fees, Income and Credit Control
- Ensure guidelines around Payment Acceptance Strategy (PAS) are adhered to offering advice to both internal and external stakeholders

Duties/Responsibilities

Administrative responsibilities

Carry out all areas of support and administration in accordance with the

- FICC annual Objectives
- Payment Acceptance Strategy (PAS)
- Student Fees Policy
- Credit Management Policy
- FICC Service level agreements
- Credits and refunds policy

Working Knowledge and competency in:

- Nexum application
- IssueTrak
- SharePoint (FICC site)
- WPM
- Microsoft Office and IT based applications



Service delivery

- Provide full customer relationship management and to all customers through various methods
- Manage customer accounts across all ledgers within Nexum ensuring that complete and accurate records are maintained.
- Instruct and advise internal stakeholders on FICC related activity and policy
- Provide information and advice to students on
 - Professional and Career Development Loans (PCDL's)
 - Fee loans via the Student Loans Company(UG & PG)
 - Title IV U.S. Federal Loans: Determine the eligibility of the student and verify the Direct Lending Loan application
 - Private loans
 - Any other relevant source of funding as advised by Customer Support Manager
- Process
 - Title IV U.S. Federal Loans
 - Private loans
 - Canadian provincial loans
 - Sales invoice requests and amendments
 - Online Store requests
 - Credit and refund requests
 - Any other reasonable FICC related request
- To be a point of contact for all FICC related enquiries
- Deal with complex queries in relation to all FICC related activity and associated queries through email, face to face or on the telephone
- Provide advice and information to customers via phone, and email
- Support the Fees Drop in sessions within the Student Services Centre.
- Responsibility for completing any activity allocated via Nexum, Issue Trak and SharePoint, or any other system in operation within the unit.

Compliance and advice

Post holder must ensure they adhere to

- USDE regulations when giving advice and processing loans so as to ensure complete compliance
He or she has to keep abreast with developments in Direct Lending and ensure they maintain complete compliance.
- Undertake all aspects of the role in accordance with the LSE's Financial Regulations, these regulations set out the responsibility for finance within the School (and all the



School's Subsidiary Companies/Joint Ventures/ Partnerships) and the financial procedures and instructions to be followed by Governors and School staff involved with School finances

- Support strategic direction of the Finance Division by applying knowledge from the Payment Acceptance Strategy, and Credit and Student Fees Policies.
- Any other duties as assigned by FICC Management

Flexibility

To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the exigencies of service. Job roles may also naturally develop over time and ongoing substantial changes to a role will be discussed between line managers and their staff, with job descriptions updated as and when appropriate.

Equity, Diversity and Inclusion (EDI)

LSE is committed to building a diverse, equitable and truly inclusive university. All posts (and post holders) will seek to ensure diversity and inclusion, while opposing all forms of unlawful and unfair discrimination on the grounds of age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, nationality, ethnic or national origin, religion or belief, sex and sexual orientation, or social and economic background.

Ethics Code

Posts (and post holders) are assumed to have a responsibility to act in accordance with the School's Ethics Code and to promote the principles and values that the Code enshrines. The Ethics Code clearly states that the whole LSE community, including all staff, students, and governors of LSE, are expected to act in accordance with the principles which are set out in the Code. As such you are required to read and familiarise yourself with it. The School's Effective Behaviours Framework is designed to support this Code. It sets out examples for the six behaviours that all staff are expected to demonstrate, these can be found on the following link: [click here](#)

Environmental Sustainability

The post holder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy.