

iheed<sup>+</sup>  
transcending boundaries  
transforming medical education



# Academic Affairs Admissions & Finance Executive

Job Description

## Academic Affairs Admissions & Finance Executive

Job Title	Admissions & Finance Executive
Department	Academic Affairs
Reports To	Director of Academic Affairs
FTE	1

### About iheed

Established in 2012, iheed is a prestigious, globally recognised, online medical education organisation, built by doctors and healthcare professionals for doctors and healthcare professionals. It is a next generation medical education organisation, offering postgraduate medical programmes, to healthcare professionals, in a blended format, on the world's most advanced learning platform.

### Purpose of the job

The Admissions & Finance Executive will form part of the Academic Affairs team, ensuring students have a seamless journey from applicant to enrolled student. This role is a critical link between the student recruitment and academic functions in iheed and provides students with an efficient and welcoming experience as they begin their studies. The Admissions & Finance executive ensures students submit all documents required for registration, are enrolled correctly and on time, and guides them through the financial options for programme payment.

This is a busy and varied role which requires the post holder to work to tight deadlines on his/her own initiative, have strong attention to detail and excellent communication skills. Our learners are at the heart of everything we do and the ideal candidate will have a passion for ensuring student satisfaction through efficient and friendly processes.

As the iheed suite of programmes develop, the post holder will assist with designing systems and processes to expand the admissions and finance function.



## Duties & Responsibilities

The post-holder will have responsibility for the processing of admissions applications and ongoing student finance.

### Student Admissions

1. Log and track all incoming student applications using inhouse platforms.
2. Verify documents provided are correct and valid.
3. Issue "Offer letters" for completed applications.
4. Assist Sales/Marketing team in obtaining all outstanding / required documents.
5. Assist and resolve all queries from incoming students.

### Finance

1. Log all incoming payments for active students.
2. Issue manual invoices as required.
3. Assist and resolve all queries regarding payments
4. Prepare reports as requested on student finance per programme

## Skills & Attributes required

1. Good working knowledge of standard IT systems
2. Strong attention to detail
3. Excellent approach to customer service
4. Excellent communication skills and clarity of writing
5. Evidence of effective team working
6. Experience of maintaining clear and accurate records
7. Capacity to manage and prioritise a high workload, often working to tight deadlines

