

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: Senior Credit Controller

Accountable to: Credit Control Manager

Contract Length: 12 months

Salary: £33,090-£39,594

Grade: 4

College/Service: Finance Department

Location: Kings Cross

Purpose of Role:

To ensure that all income (debts) due to the University and its subsidiaries are investigated, checked and collected on a timely basis. This includes debts relating to all tuition, accommodation, payroll, commercial contracts (including UAL Short Courses), library leaver debts and all other debts relating to the University. Maintaining professional effective relationships with the University's debtors, Department Heads, Fee Managers, UAL colleagues, external Debt Collection and Government Agencies and nominated Solicitors.

Duties and Responsibilities

- Dealing with student and commercial debt across the University and its subsidiaries, including tuition fees, accommodation and all University debt. Explaining both verbally and in writing the University's debt collection procedures to students, UAL colleagues and other customers to facilitate the prompt collection of the debt.
- Liaising with Central Finance, Income Services Team, Registry, Accommodation Service colleagues to track down financial information and allocate payments and also investigate Academic history and attendance at University.
- Consulting with the Fee Managers over the Reminder Letter cycle leading to Suspension. This will include in-depth investigation of cases, unresolved SFE applications and the negotiation of instalment payment plans on a case by case basis supported by the Credit Control Manager. Where appropriate, referring students to Student Support Services and this can include communication and discussion with the Head of Student Advice and Funding, Dean of Students and Student Advisers.
- Updating all relevant databases - this includes ABW and QL4- with memos, tasks, status flags and complaint codes in order to provide detailed financial and narrative progress on debts.
- Running Credit Control Reports weekly, for Tuition, Accommodation and Commercial Sales Ledgers.
- Develop and maintain accurate measurement and performance statistics for the Reminder Letter referrals Report and Suspension Spreadsheet. Maintain Excel spreadsheets for statistical financial information with the Credit Control Manager to be presented monthly to: the Associate Director of Finance, Income Services Manager, and Department Heads across the University. To undertake a key reporting function to the Income Services teams, in order to inform evolving policy and procedural practice in relation to student fee collection.
- Discussing complex cases, and each case for Suspension with the Credit Control Manager – this may result in the referral to debt collection agencies, enquiry agents and solicitors for legal action. To be able to confidently liaise with these external agencies as appropriate.
- Regularly update the Credit Control Manager with the status of debts and recommendations of debts that are 'uneconomical to pursue' for quarterly meetings with the Colleges.

- To support the organisation of the enrolment/awards ceremony by providing details of relevant debtors and if required to attend some enrolment sessions to support Fee Managers and provide support with debtors payments on the day.
- To effectively sign post students to support services available in order to enhance the student experience. To demonstrate a duty of care to all customers, ensuring private and personal information/ records are protected and maintained in accordance with Data Protection laws.
- To assist with the ongoing development of systems which enable the production of timely and relevant management information in relation to University income and debtors. To assist training of Finance/ College Administrators on evolving financial processes as required.
- To ensure all financial transactions, including credit balances, are identified, investigated and resolved and that all transactions are recorded on ABW accurately and promptly.
- To check all incoming Invoices from external agencies and Solicitors for authorisation by the Credit Control Manager.
- To be a member of, and contribute effectively to, any appropriate review groups and internal/external networks.
- Proficient in the use of Microsoft Office/Excel and Internet search engines in the retrieval and recording of relevant information. Attending further financial and IT systems training as required.
- Day-to-day administrative duties and maintaining accurate, detailed and up-to-date records including archiving of all closed files.
- Develop effective working relationships with colleagues in other disciplines and at all levels of seniority
- To play an effective role in networks outside the University, to raise the profile of the University's activities and share best practice
- To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University
- To undertake health and safety duties and responsibilities appropriate to the role
- To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work
- To undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities
- To make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness
- To conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations

Key Working Relationships: Managers and other staff, external partners, suppliers with whom regular contact is required

- Income Services Manager
- Fees Managers and Income Services team
- Accommodation Manager and Accommodation Services
- Head of Student Advice and Funding, and Student Services
- College Finance
- Academic Registry
- Solicitors
- Debt Collection Agencies
- Enquiry Agents
- Debt Counselling Agencies
- External Commercial Customers
- Universities.

- This role is subject to a DBS check

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Person Specification

Specialist Knowledge/ Qualifications	<ul style="list-style-type: none">• University degree and/or relevant experience• Knowledge of debt recovery processes• Knowledge of, or interest in, Higher Education sector• Commitment to own development through effective use of the University's appraisal scheme and staff development processes.
Relevant Experience	<ul style="list-style-type: none">• Ability to communicate clearly and persuasively to internal and external customers.• Investigating complex matters.• Experience of using finance systems and student records system to meet customers' needs and identifying ways of improving efficiency, improving standards and actively promoting the service.• Experience of reconciling complex financial records and resolving queries which arise.• Ability to distinguish between the need to make a decision and when to defer, also contributes to the decision making of others by providing relevant information and opinions.
Communication Skills	Communicates effectively orally, in writing and/or using visual media.
Professional Practice	Contributes to advancing professional practice/research or scholarly activity in own area of specialism
Planning and Managing Resources	Plans, prioritises and organises work to achieve objectives on time
Teamwork	Works collaboratively in a team and where appropriate across or with different professional groups.
Student Experience or Customer Service	Builds and maintains positive relationships with students or customers