

JOB DESCRIPTION

Job Title: Income Collection Manager	Accountable to: Head of Income Services	
Contract Length: Permanent	Hours per week/FTE: 35	Weeks per year: 52
Salary: £46,423- £55,932 per annum	Grade: 6	
College/Service: Finance Department	Location: Granary Building	

Purpose of Role:

- To deliver an effective and efficient financial administration service for the collection and management of all income collection processes across the University.
- To lead in the development of policies and procedures to manage these activities and ensure the University is both transparent and accountable in the way it deals with its customers.
- To ensure that managers across the University have complete and accurate data available on their debtors position for management and decision making purposes and that the University has appropriate underlying data to deliver its mandatory reporting requirements.
- Working closely with the other departments involved in the delivery of a excellent student and customer experience including, but not limited to the Student Funding Team, Academic Teams, Student Advisory and Business Development Teams across the University, as well as external suppliers, you will deliver continuous improvement to the service seeking best practices and the latest technology.

What is/Who are Income Services?

- Income Services is the department within finance responsible for managing and advising on all financial procedures for Income across the University including the management of the University's two main sales ledgers, all online payment services and all processes around receipting and collection of income. The responsibility to provide the University with complete, accurate and timely data on the debtors and income position of the University also lies within the Service.

Duties and Responsibilities

- To lead the Income Collection Team, consisting of the Credit Control, Fee Management and Accommodation Finance [TBC] teams to deliver a customer focused income collection service to colleagues and external customers across the University.
- To influence the development and contribute to the implementation of the overall Income Services Team and Finance Department strategy, specifically contributing to the collection of income, ensuring systems and processes remain fit for purpose and dynamic, while gaining maximum value for money for the university
- To manage the Senior Credit Controllers and the Lead Fee Manager, providing appropriate coaching/regular feedback, driving continuous improvement and high performance within the team.
- To motivate the Income Collection Team and to provide leadership by example. To provide advice and guidance to the team on specific problems, systems and working methods and ensuring the efficient operation of the team.

- To lead the development of policies and operating systems for the administration, management and collection of all overdue balances of the University, including but not limited to, student and commercial income.
- To provide advice and guidance to the University's Fees Policy Group on the management of debtors and special arrangements.
- To lead on the setting of an annual schedule for all Income Collection' processes, ensuring these are set in consultation with and well communicated to all key stakeholders across UAL.
- To ensure that all University's Income is collected promptly and that customers in financial difficulty are quickly identified and adequately guided.
- To use experience and judgement to negotiate and agree effective payment plans with debtors and where necessary collect amounts as they fall due.
- To liaise with the University's Student Support Service to ensure students are aware of the advice and support available to them.
- To maintain effective relationships with legal services, debt collection agencies and other agencies as appropriate to ensure the effective operation of credit control processes.
- To take a proactive approach to dealing with business changes and developing credit policy and where appropriate demonstrate a flexible and understanding approach to the circumstances of our customers
- To represent the Income Collection team in relevant System Development meetings ensuring any ongoing system issues are raised and followed through.
- To develop policies and procedures which enable the production of relevant and timely management information in relation to the University's debtors position and ensure appropriate meaningful and accurate reports are circulated to stakeholders i.e. Month/Year end and debtors reporting.
- To act as the escalation point for all difficult and hard to collect debt, using case reviews with colleagues in the University to recommend the most appropriate course of action and supporting the team with following through on the agreed action. This can include, suspension from college, notice to evict, referral to debt collection agencies, use of the Sheriff and/or legal action.
- To advise senior management, including, Director of Finance, Dean of students, Associate Director of Estates - Accommodation Services, Retail and Catering and General Counsel on complex debts and sensitive issues, setting out the options available to the University and recommending a course of action.
- To develop effective relationships with Colleges Finance Managers and key stakeholders across the university who are responsible for the development and strategy of the University's income streams, e.g., Student recruitment and marketing, Academic Registry, Development, Research and Enterprise teams.
- To assess the credit risk of new customers/sponsors and sourcing credit reports and accounts. Advising the Head of Income Services and Associate Director of Finance of the risks associated with individual customers and customer groups. Receive and assess the impact of any altered status reports/alerts and respond as necessary.
- To work closely with the Lead Fee Manager to prepare for enrolment season, ensuring sufficient resources are deployed to answer fees queries from students and colleagues across the University quickly and efficiently. Organising and managing the training sessions on the finance aspects of enrolment and ensuring that all staff assisting the fees collection at enrolment are given appropriate access to all required systems for the enrolment season only.

Other Conditions

As a senior member of the University the following applies -

- You are expected to work such hours as are reasonably necessary to fulfil the duties and responsibilities of the role.
- You may be required to regularly travel to other sites as necessary.
- You may be required to work such additional/different hours as may from time to time be necessary for the proper and efficient discharge of duties which may include evenings, Saturdays, Sundays and bank holidays.

General

- 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 Staff Charter and Dignity at Work Policy, promoting equality diversity and inclusion in your work.
- To personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022).
- 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, and external partners, suppliers etc; with whom regular contact is required.

- College Heads of Academic Service
- Accommodation Services
- College Finance Managers
- Student Funding Team
- Treasury Manager
- IT – Head of IT security
- Business managers across UAL, e.g., Enterprise, Research, Student recruitment and Marketing,
- Legal Services
- Finance project teams

Specific Management Responsibilities

Budgets:
N/A

Staff:

- Senior Credit Controllers
- Lead Fee Manager
- Accommodation Finance Manager

Other (e.g. accommodation; equipment):
N/A

Signed _____ Date of last review _____
(Recruiting Manager)

Person Specification	
Specialist Knowledge/ Qualifications	<ul style="list-style-type: none"> • Is training for or has achieved a relevant professional qualification in the area of financial management eg, ACCA, ACA, CIMA • Commits to own development through effective use of the University's appraisal scheme and staff development process. • Uses appropriate levels of IT skills to enable best use of available information and communications as necessary for the post. <p>MS Office Email Intranet Web/Internet Electronic Diary SITS Tribal Agresso Business World Finance systems WPM (online payment solution)</p>
Relevant Experience	<ul style="list-style-type: none"> • Has relevant experience in credit control and the collection of various income streams, and can answer colleagues' questions and is able to work independently without direct supervision. • Experience of operating in an environment where new financial systems are changing and taking a proactive role in their ongoing development • Experience of reconciling complex financial records and resolving queries which arise • Experience of identifying and reporting the risks within a financial system and working with management to identify and implement controls to mitigate those risks
Communication Skills	Communicates effectively orally and in writing adapting the message for a diverse audience in an inclusive and accessible way.
Leadership and Management	Motivates and leads a team effectively, setting clear objectives to manage performance.
Professional Practice	Contributes to advancing professional practice/research or scholarly activity in own area of specialism.
Planning and Managing Resources	Plans, prioritises and manages resources effectively to achieve long term objectives.

Teamwork	Builds effective teams, networks or communities of practice and fosters constructive cross team collaboration.
Creativity, Innovation and Problem Solving	Suggests practical solutions to new or unique problems.

Please make sure you provide evidence to demonstrate clearly how you meet these criteria, which are all essential unless marked otherwise. Shortlisting will be based on your responses.