

JOB DESCRIPTION

Job Title: Senior Credit Controller	Band 5: £25,138 to £28,759 per annum <i>Opportunity to progress to £30,488</i>
Department: Finance	
Reporting directly to: Revenue and Collections Manager	
<p>Main Duties*:</p> <ol style="list-style-type: none"> 1. Deputise for Revenue and Collections Manager as and when required. 2. Assist the Revenue and Collections Manager in the monitoring and collection of all aged debt to ensure a positive cash flow position, to enable the University to make best use of its resources by planning, prioritising, and organising work to achieve agreed objectives. 3. Have a working knowledge of the principles of basic contractual law and consumer legal enforcement actions and collection of debt guidelines and implement as required to ensure legislation changes are met. 4. Proactively identify areas for improvement in current practice and procedures, researching options, seeking feedback, and making recommendations to the Revenue and Collections Manager 5. Ensure that all invoice and credit note requests are raised accurately and promptly, paying particular attention to value, VAT, coding, and authorisation that the request is valid. 6. Ensure all debts due for collection are profiled in accordance with the Debt Collection Policy on a timely and accurate basis to allow the Principal Accountant to accurately produce and reconcile the University cash flow. 7. Communicate with debtors on an individual basis regarding non-payment and queries on unpaid debt. Information needs to be conveyed clearly and accurately to enable the recipient to fully understand the situation (either verbally or in written format). These include students, which will require tact and sensitivity, external customers, and the Student Loan Company. 8. Administer regular payments by credit card. This includes keeping accurate and up to date records of all details to ensure the initial set-up is correct. Once set up, ensure debt is collected in accordance with the University policies. A high level of accuracy is key at all times to ensure the timeliness and amount of monies due to the University for each collection. 9. Maintain all appropriate spreadsheets with regard to payments made via WorldPay. Devise new spreadsheets where required, e.g. for analysis and collection of International student debt. 10. Liaise directly with other University departments to facilitate prompt collection or agree appropriate actions required to ensure debt is collected. 11. Maintain robust communication channels and strong working relationships with other departments, e.g. International, PAS teams and others, using negotiation and influencing skills to facilitate their assistance with recovery of debt. 	

12. Liaise with line manager and, where necessary the Deputy Director of Finance and PVC Finance and Resources about debt which is no longer economically viable to collect by the University. Put forward recommendations, highlight risk and potential legal action.
13. Develop relationships with customers and students, negotiating and influencing to ensure payments are received for services provided. Agree independently personal payment plans to ensure debt is collected in the most effective manner with approval from direct manager if outside of Debt Policy.
14. Provide support and guidance to individual students as required and appropriately referring to specialist advisors where necessary. Liaise with other university departments, e.g. Money Advice on specific issues, e.g. individual student funding and / or hardship.
15. Respond to enquiries made in person, by phone, by email or in writing, directly with the enquirer and in a professional and timely a manner and in accordance with the data protection act.
16. Produce reports from the financial information system using the appropriate tools and analyse on assigned debt profiles in order to report to higher management. Effectively prioritise the debt collection process under their control.
17. Develop an extensive knowledge of all income systems within the University to cover accommodation, tuition, receipts, and student portals including pricing structures. Use this knowledge to work closely with other university departments to investigate, identify and eliminate barriers to the invoicing and debt collection processes.
18. Liaise with the Purchase Ledger / Treasury Team Leader as and when required ensuring tasks are completed on a timely basis.
19. Participate in appropriate staff development events.
20. To participate positively to the objectives of the Credit Management Team and wider Finance Department.
21. Carry out duties of this post in a manner which promotes equality of opportunity and shows due respect for all employees and users of the University's services, in accordance with the University's Equal Opportunities Policy and "Dignity at Work and Study" Guidelines.
22. Carry out all duties having due regard for the Health and Safety of yourself and others, in accordance with the University's Health and Safety Policy.
23. All employees are expected to go about their duties in an environmentally responsible manner. It is our aim to ensure all resources are utilised effectively and efficiently. This includes taking measures to minimise wasting energy, water, and office consumables, as well as reducing unnecessary or inefficient travel. All employees will fully adhere to the University's Environmental Policy.
24. Perform any ad hoc tasks or projects as may arise from time to time to the best of their professional duty.

25. Maintain personal and professional development to meet the changing demands of the job; participate in appropriate training activities and encourage and support staff in their development and training.
26. Take steps to ensure and enhance personal health, safety, and well-being and that of other staff and students.
27. Carry out these duties in a manner that promotes equality of opportunity and supports diversity and inclusion and takes into account the University's commitment to environmentally sustainable ways of working.

*The above does not represent an exhaustive list of duties associated with this role.