

Accounts Receivable Officer - Financial Services - Grade F

Job Description

Purpose

To support the Accounts Receivable Manager in the provision of a high quality and efficient invoicing and income collection service for the University Group. The post-holder will be required to assist in the recovery of income due to the University from students and Sponsors both UK and global, including reconciling incoming payments to include large volume tuition fee loan income from the Student Loans Company.

Duties also include processing Direct Debits and assisting in the monthly reconciliation of the University's sales ledger. The scope of this role will encompass the whole University, including its subsidiaries and associated organisations.

Duties

1. To work as part of the Accounts Receivable team to contribute to the delivery of a high quality, customer focused, invoicing, credit control and collection service for the University Group.
2. To assist in the maintenance and implementation of the University's Debt Recovery and Write Off procedures.
3. To assist in the training and coordination of the work of the Accounts Receivable Assistants and Administrative Assistants as required.
4. To provide support and information to students and other customers who experience difficulty in paying their fees and invoices or to resolve issues, rescheduling affordable repayments arrangements where agreed, to ensure the amount due is collected in a timely manner.
5. Proactively chase sponsor organisations to resolve queries and secure payments in line with the University's Tuition Fee Policy.
6. Responsible for the reconciliation of control accounts and assist with the monthly reconciliation of the sales ledger,
7. Responsible for the production of debt recovery reports and provision of other ad hoc reports and financial information as requested.
8. Liaison with the Student Loan Company, the Tuition Fee Team and other University Schools and Services to resolve tuition fee queries, student loan queries and other issues.
9. Daily review of incoming international student payments and completion of enrolment process.
10. Schedule, maintain and prepare Direct Debit collections for fee repayments and other income.
11. Liaison with the University's appointed Debt Collection Agents in connection with the referral of debt and enforcement of judgements.
12. Provide guidance and advice to University departments on the Debt Recovery Procedures and the Financial Regulations.
13. Any other duties as required by the Accounts Receivable Manager,

nominated deputy or duties which are commensurate with the grade.

Person Specification

Knowledge, Skills, and Behaviours (Essential)

- Substantial experience working with a high-volume customer facing setting within the Higher Education, Public Sector or other large, complex environment (Application/Interview).
- Significant experience of implementing or applying debt recovery procedures or policies in a business or commercial setting (Application/Interview).
- Significant experience with the reconciliation of bank or control accounts or reconciliation of significant numbers of transactions (Application/Interview).
- Experienced in the use of IT software, including Microsoft Office in particular Excel, Word, Teams and Power Point (Application/Interview).
- Experience of producing detailed receivables analysis or reports including commentaries (Application/Interview).
- Five GCSEs or equivalent at grade C, including English and Maths (Application/Interview).
- AAT Level 3 qualified or technical qualification in a Finance or Business Administrative related field or equivalent in role experience (Application/Interview).
- Able to influence and implement change (Application/Interview).
- Able to ensure delivery of objectives under pressure and to tight deadlines, whilst maintaining accuracy and effectiveness (Application/Interview).
- Ability to analyse and interpret complex transactional data and information (Application/Interview).
- Ability to address complex stakeholder queries whilst maintaining empathy (Application/Interview).
- Adherence to and assisting with the development of internal policies and procedure manuals (Application/Interview).
- Able to provide demonstrations and presentations to colleagues and stakeholders (Application/Interview).
- Demonstrate commitment to continuous personal development (Application/Interview).
- An understanding of the University's Values as a framework for decisions, actions and behaviours (Application/Interview).

Knowledge, Skills, and Behaviours (Desirable)

- Use of Unit 4 Business World financial software (Application/Interview).
- Experience of staff coordination (Application/Interview).
- Customer Service training/qualification (Application/Interview).

- Networking within the accounts receivable, collections and debt recovery sectors to keep abreast of best practice and new initiatives and technologies (Application/Interview).