

## JOB DESCRIPTION



<b>Job Title:</b>	Credit Control Administrator
<b>School / Service:</b>	Financial Services
<b>Ref No:</b>	FIN505
<b>Campus:</b>	Hendon
<b>Grade:</b>	4
<b>Salary:</b>	£22,860 - £ 26,115 per annum inclusive of outer London Weighting
<b>Period:</b>	Permanent
<b>Reporting to:</b>	Senior Credit Control Administrators (Trade Debt, SFE or Income Management)
<b>Reporting to Job Holder:</b>	None

### **Overall Purpose:**

To support the credit control activities through the daily administration of debt recovery procedures in line with the University's debt management policies. This includes:

- The annual recovery of student fees, charges and debt relating to ex-students.
- Day-to-day processing operations on the accounts receivable part of the student system (Banner) for tuition fees, accommodation and other fees.
- Ensuring accurate student and sponsor records in relation to billing, exemptions and payments and liaising with Academic Registry and the Accommodation Service on student financial issues.

### **To support the collection and banking of University income from both students and customers.**

Contribute to team activities, KPI's and implement improvement opportunities as identified by the team including attending training sessions on MISIS, AIM and other related courses.

### **Principal Duties:**

1. To act as a first point of contact for prompt query resolution in relation to student debtor accounts, liaising with other internal departments as necessary to correct any erroneous entries and minimise the debt outstanding period.
2. To regularly complete data validation routines in order to maintain the integrity of the University's financial records. Includes liaising with other student administration teams to maintain data quality in relation to records held in MISIS, ensuring errors are corrected promptly and that where necessary manual inputs are undertaken accurately and in accordance with procedures; that student exemptions in relation to discounts, fee waivers, scholarships and awards are accurately recorded in MISIS against the student's record. Maintain an audit trail of credit control activities and collection history on MISIS or associated databases.

3. To actively chase debt by liaising with students over the phone and by conducting face to face interviews. To assess student financial circumstances with a view to make recommendations for non-standard installment plans in line with University policies and procedures, for approval.
4. To liaise closely with Academic Registry, Accommodation and other staff advising students who are considering interrupting their studies the resulting financial liability to the University.
5. To liaise with the Student Loans Company (SLC) with regards to student tuition fee contribution queries and to investigate and resolve reasons for non-payment.
6. To maintain communication records to support credit control activities ensuring compliance with University standards, data protection and freedom of information acts.
7. To actively participate in the enrolment process across campus, ensuring policies and procedures are adhered to with regard to debt management.
8. To assist with the operation of system based debt collection processes when required, including promptly resolving queries and disputes in relation to student debts referred to external debt collection agencies and / or courts for collection.
9. To regularly complete data validation routines in order to maintain the integrity of the University's financial records, including liaising with other University Departments to ensure the integrity of student records. Liaise with the Accommodation Service to effectively resolve housing module queries and staff in Regional Offices to ensure that data relating to overseas students is accurate.
10. To ensure appropriate student and sponsor invoices are raised and distributed promptly, set up appropriate third party contracts against student records and monitor the accuracy of sponsor contributions, correcting data where necessary.
11. Advise students on refund applications; verify requests and liaise with student administration teams where applicable to ensure that student records are correct and that requests can be processed including letter production for accommodation deposit refunds, missing bank details and processing credit and debit card refunds.
12. Daily maintenance of generic email accounts, ensuring that customer queries are responded to quickly and accurately.
13. Operation of cashiering facilities using the University's Income Management System (AIM), providing a customer-focused service to both students and staff. Ensuring the timely and accurate receipting of monies received (including sums paid directly into bank accounts) in line with the University's financial regulations and cash handling procedures.
14. Ensuring that monies collected are banked in full and on a timely basis. Investigate any discrepancies that may occur in all cash handling areas and reporting these to the Senior Credit Controller (Income Management) as appropriate.
15. Authorisation and monitoring of nursing students' travel claims in line with NHS guidelines and correspond with students to resolve queries. Provide paperwork as required for audit purposes.
16. Assist with the postal duties, help to open and distribute the departments' post and stamp in the team's mail.

17. To input sales invoice requests, print and distribute invoices raised to customers and originators. To assist in the collection of debt relating to non-student (trade) sales by actively chasing debt over the phone, by e-mail, by letter.
18. Any other duties as requested from time to time by the Student Fees and Finance Manager or Senior Credit Control Administrator which is commensurate with the grade of the post.

## PERSON SPECIFICATION

### **Education:**

**Essential:** Educated to A level / OND/C or qualified through significant experience of working within a credit control environment.

**Desirable:** Studying ICM or AAT or other accounting qualification.

### **Experience:**

**Essential** Experience of credit control in a large, diverse organisation using computerised systems.  
Experience of credit control on high-volume, low-value debtor accounts.  
Experience of downloading data, data manipulation using spreadsheet tools, mail merge and reconciliations  
Experience of working with debt collection agencies and preparing legal paperwork

**Desirable:** Experience of credit control in the Education or Public Sector.  
Experience in consumer credit control.

### **Knowledge/Skills**

**Essential:** Good PC skills, especially spreadsheets, reporting tools and database skills.  
Excellent inter-personal skills to ensure effective communication with staff, students and other customers.  
Good written communication skills including the ability to draft routine credit control correspondence, and a good telephone manner.  
Sound knowledge and understanding of sales ledger operations and basic accounting procedures.  
The ability to prioritise work demands to meet deadlines.  
Good organisational and administrative skills  
Problem solving with the ability to analyse, follow-up and resolve issues.

**Desirable:** Knowledge of student finance in higher education.

**Disposition:** A self-starter, with a hands-on, pragmatic approach and willing to help out where necessary.  
Outcome focused with the ability to work well under pressure.  
Self-motivated, with the ability to work well under pressure

**Hours:** 35.5 hours per week 52 weeks of the year, actual daily hours by arrangement

**Annual Leave:** 25 days per annum plus six University days and all Bank Holidays.

**No Parking at Hendon campus:** There are no parking facilities for staff joining our Hendon campus, except for Blue Badge holders. Please ensure you can commute without a car.

Information on public transport to Hendon can be found here:

<http://www.mdx.ac.uk/aboutus/Location/hendon/directions/index.aspx>

We offer an interest-free season ticket loan, interest-free motorbike loan, Cycle to Work scheme and bicycle and motorbike parking and changing facilities.

**Middlesex University is working towards equality of opportunity. Flexible working applications (including part-time working) will be considered.**

The postholder should actively follow Middlesex University policies and procedures and maintain an awareness and observation of Fire and Health & Safety Regulations.

**What Happens Next ?**

If you wish to discuss the job in further detail please contact Sharon Stack on (020) 8411 5633. If selected for interview, you will hear directly from someone in the School/Service/Campus, usually within 3 weeks of the closing date. If you do not hear from us you may assume that your application was unsuccessful.