

JOB DESCRIPTION

Job Title:	Accounts Receivables Supervisor
Ref no:	FIN550
Campus:	Hendon
Service:	Financial Services
Grade:	Grade 6
Starting Salary:	£36,591 per annum inclusive of Outer London Weighting rising to £41,814 incrementally each year
Hours:	35.5 hours per week, actual daily hours by arrangement
Period:	Permanent
Reporting to:	Accounts Receivables and Credit Control Manager
Reporting to Job Holder:	2 Account Receivables Administrators

Overall Purpose

Management of the University's Income Management System (AIM), to include ensuring the timely and accurate recording of all income received (via various channels), in line with the University's Financial Regulations. To undertake accurate daily and monthly bank reconciliations and; to lead on month-end and year-end processes. To develop, implement and refine training / procedures and; to advise stakeholders on matters relating to Accounts Receivables. To co-lead on the maintenance of an effective query management process, whilst ensuring a high level of customer services in line with the University's student experience and staff values. To build relationships across interdepartmental teams, facilitating a continuous improvement culture and driving process improvement across the Accounts Receivables and Credit Control teams. Responsible for improving processes and services in respect of this area. To have the ability to work autonomously and on own initiative to resolve a range of complex problems by arriving at the appropriate solution for the University and the customer. Achievement of service and development objectives whilst prioritizing and operating to deadlines

Principal Duties

Accounts Receivable:

- Responsible for the Financial Services billing and receipting operation, ensuring financial regulations and procedures are followed and all income received is recorded and banked in an accurate and timely manner, daily reconciliations are performed and corrections made to mis-postings
- Ensuring the timely monthly closedown of debtors control accounts and the production of monthly reports for senior management, as per agreed timescales and; instituting processes to prevent the repeat of avoidable reconciling items on the ERP systems - MISIS & Oracle - Pafis
- To ensure that student exemptions in relation to discounts, fee waivers, Scholarships and awards are, accurately recorded in MISIS on the student's record
- To support the maintenance of the student accounts receivables records in MISIS, ensuring errors are corrected promptly, and that where necessary, manual input is undertaken, accurately, promptly and in accordance with procedures
- To support the student Tuition fee and Accommodation fee refund processes
- To regularly maintain and monitor the data validation procedures within the Accounts Receivables Team, in order to maintain the integrity of the University's financial records; reporting any areas of non-compliance to the Accounts Receivables and Credit Control Manager

- Responsible for the data loading of US Government Loan files into the Western Union Global Pay system, ensuring the correct allocation of university income and student disbursements. Manage Western Union payment services, regularly download and prepare Western Union payment schedules for credit control administrators to process.
- Liaise with the University's merchant services provider to ensure card transactions are processed in line with Industry standards and that all funds are added to the appropriate bank accounts on a timely basis; resolve service issues with the University's banks as requested
- Responsible for ensuring full compliance with the University's cash handling procedures across all areas of the University taking payments; review cash handling agreed procedures, highlighting areas of non-compliance and changes required
- To carry out and report on reconciliations related to debtor control accounts, investigate and resolve reconciling items, and institute processes to prevent the repeat of avoidable reconciling items. (MISIS)
- To actively participate in the Student enrolment and Deregistration process to ensure policies and procedures are adhered to with regard to Accounts Receivables.
- Comply with relevant legislation and University regulation and guidance in the handling of student enquiry and information e.g. Equality, Data Protection and Information Handling, Payment Card Industry Standards and Consumer Markets Regulation.
- Attend meetings and committees as appropriate to facilitate improved Accounts Receivables activities.
- Overall responsibility and accountability for day to day queries relating to Accounts Receivables.

Reconciliations:

- Complete daily reconciliations of debit and credit card transactions between the Income Management System (AIM), online store, PDQ terminals, PAFIS and merchant services provider systems
- Manage monthly University bank reconciliations (Lloyds Income a/c and Endowment a/c, etc.) ensuring all income has been processed and allocated correctly and in a timely manner to prevent the repeat of avoidable reconciling items
- Authorise and monitor Nursing Student's travel claims in line with NHS guidelines
- Manage monthly control account reconciliations and analysis, identifying any required adjustments and making the necessary corrections. Perform monthly Tuition Fee reconciliations for Management Accounts Team
- Manage month end and year end procedures across the Accounts Receivables and Credit Control areas as required
- Liaise with Management Accounts and Corporate Engagement teams, ensuring funds and interest have been allocated to the correct endowment projects, and the monthly endowment schedule and journals are prepared correctly and in a timely manner.

Staff Training, Management and Development:

- Assist with the development of training materials and deliver training to staff in relation to the MISIS student AR, AIM and Oracle financials AR systems. Co-ordinate staff development for Accounts Receivables and Credit Control staff, in line with agreed departmental and University policies and procedures
- To manage and develop all staff within area of responsibility, in line with agreed departmental and University policies and procedures. As part of this to provide support through regular 1:1s, undertake an annual appraisal review, and identify and address own and team members development needs

General:

- Handling the financial systems including, AIM, MISIS student AR and PAFIS, in line with agreed departmental and University policies and procedures
- To lead the Accounts Receivable Team to undertake daily maintenance of the E2S (ticket management) and generic email accounts, ensuring customer queries are responded to quickly and accurately

- To ensure the Accounts Receivable Team regularly completes data validation routines in order to maintain the integrity of the University's financial records
- Liaise with Regional offices to ensure that data relating to Overseas students is accurate
- Work with the Accounts Receivable & Credit Control Manager to assist in the improvement of the service to colleagues across the University to ensure that an appropriate financial service is provided to University Students and customers; deliver a student focused finance service which is helpful, consistent and supportive, but which also ensures debt collection
- Work with the Accounts Receivable & Credit Control Manager to assist in maintaining student finance information on the University's internet and intranet pages, ensuring that accurate information is displayed at all times
- To actively participate in University wide working groups within the area of Accounts Receivable & Credit Control
- Act as customer relationship manager, to improve the reputation and service provided by the Accounts Receivable & Credit Control Team
- Responsible for working with the Accounts Receivable & Credit Control Manager to assist in the identification, documentation and management/elimination of risks inherent in processes in the Accounts Receivable Team
- To provide cover for the Credit Control Supervisor
- To provide cover for Accounts Receivables and Credit Control Manager
- Comply with relevant legislation and University regulation and guidance in the handling of student enquiry and information e.g. Equality, Data Protection and Information Handling, Payment Card Industry Standards and Consumer Markets Regulation
- Any other duties as determined by the line manager commensurate with the grade. To assist where necessary with any task within the Financial Operations Team that may be required as part of the University's student experience commitment

PERSON SPECIFICATION

Job Title: Accounts Receivables Supervisor

Your supporting statement on your application form will be assessed to see how you meet each of the following criteria.

SELECTION CRITERIA:

Education/Qualifications

Essential:

- Degree Level / HND or Accounting qualification (e.g., Association of Accounting Technicians (AAT) qualified / part qualified) / training towards one

Desirable:

- Qualified by significant experience gained over numerous years in leading Accounts Receivables Team(s) within the Higher Education sector
- Studying towards a CCAB qualification (e.g. ACCA, CIMA)

Experience

Essential:

- Minimum one to three years' experience of working in Accounts Receivables in a large and diverse organisation using computerised systems
- Previous experience of end-to-end Accounts Receivables processes
- Experience in audit procedures
- Experience and understanding of control account reconciliations
- Experience of improving, rationalising and/or automating manual processes.
- Experience in customer services
- Experience in delivery of staff training and development of training materials

Desirable:

- Experience of using Oracle and TABLEAU
- Experience in customer services (internal or external)

Knowledge

Essential:

- Sound knowledge and practical understanding of accounting principles including double entry

Desirable:

- Knowledge of general Finance within the Higher Education sector

Skills

Essential:

- Experience of line managing staff
- A self-starter, able to motivate and lead a team.
- Good interpersonal and communication skills with the ability to communicate effectively whilst building and nurturing relationships with multiple internal and external stakeholders with diverse needs

- Ability to clearly explain financial matters and deal with complex issues
- The ability to prioritise work demands to meet deadlines
- Ability to multi-task with an organised and logical approach to working accurately and independently under pressure
- Intermediate computer software skills, including Excel and accounting packages
- Good attention to detail
- Must be a good team player with a hand on, pragmatic approach, willing to help where necessary

Desirable:

- Advanced IT skills and database skills
- Intermediate data analyses skills
- Ability to write reports

Equality Diversity and Inclusion

Essential:

- Demonstrable commitment to fairness and the principles of equality and inclusion.

If you are applying as an internal candidate to do the temporary post as a secondment please discuss this with your line manager first and read our [Secondment Guidelines](#).

Annual Leave: 30 days per annum plus eight Bank Holidays and seven University days taken at Christmas (pro rata for part-time staff) which may need to be taken as time off in lieu.

Flexibility: Please note that given the need for flexibility in order to meet the changing requirements of the University, the duties and location of this post and the role of the post-holder may be changed after consultation. The balance of duties may vary over time and will be reviewed as part of the appraisal process.

Parking at Hendon campus

There are currently *Regular Parking Permits and Pre-Paid Parking options* available to new joiners. Further details are available on the Travel and transport page on the staff intranet. *Please note if the number of applications becomes oversubscribed these parking options could be withdrawn at any point.*

Information for Disabled Staff

Staff and visitors with their own current blue badge have access to free parking on campus. All blue badge holders should present a copy of their blue badge to the security office in the Quad. Holders will be given car park access up to the date of expiry of their blue badge.

Public Transport

Our Hendon Campus is well served by public transport with buses, London underground and British Rail services all within a short walk of the campus. You can get detailed journey information from TfL (www.tfl.gov.uk) and have a look at our directions and location to help plan your travel: <http://www.mdx.ac.uk/aboutus/Location/hendon/directions/index.aspx>

We offer an interest-free season ticket loan, interest-free motorbike loan, a cycle to work scheme and bicycle and motorbike parking and changing facilities.

We value diversity and strive to create a fairer, more equitable work environment for our staff and students.

We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff diversity networks, campus facilities and services to support staff from different backgrounds.

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 apply for this post please return to the portal and click on Apply Online.

If you wish to discuss the job in further detail please contact Jodi Dehaney, Accounts Receivables and Credit Control Manager, via email on j.dehaney@mdx.ac.uk