

JOB DESCRIPTION

Job Title: Credit Control Supervisor
Ref no: FIN557
Campus: Hendon
Service: Financial Services
Grade: Grade 6
Starting Salary: £37,357 per annum inclusive of Outer London Weighting rising to £42,653 incrementally each year
Hours: 35.5 hours per week, actual daily hours by arrangement
Period: Permanent
Reporting to: Income Manager
Reporting to Job Holder: 4 Credit Officers; 1 Income Officer

Overall Purpose

Management of the credit control team activity for the University, to maximise and report on, the conversion of all sales to cash, including leading on the provision of helpdesk support for staff and students.

To develop, implement and refine training / procedures; and advising stakeholders on matters relating to credit policy, in order to mitigate Credit Control and business operational risks to the University. 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.

Building relationships across interdepartmental teams, facilitating a continuous improvement culture and driving process improvement across the Income Team.

Responsible for improving processes and service 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

Credit Control:

- To establish and maintain effective debt management strategy through, amongst other things, multiple channels of engagement with stakeholders, including students and customers, to proactively reduce debtor days and debt values.
- To lead the Credit Control Team to utilise the University's sales ledger system (Oracle AR) and report writing tools, to produce regular debt reminder correspondence for customers, in line with agreed policies and procedures.
- Liaise with Academic Registry to ensure that confirmation of attendance and change of circumstance returns are submitted to the SFE on a timely basis.
- To lead on the updating and management of a framework of standard installment arrangements for students and on an exceptional basis, structured alternative payment arrangements with individual students. As part of this, to lead on the establishment of interviewing processes with the individual students and the credit control team, ensuring that any agreements are compliant with our policies and are communicated to relevant parties, records are maintained and progress, monitored.

- 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.
- To run weekly reports on Interrupted / Withdrawn students, communicate liability and requirements for repayment and any subsequent disputes.
- To ensure that student exemptions in relation to discounts, fee waivers, scholarships and awards are accurately recorded in Banner student record system against the student's record
- To work with stakeholders to identify students who are at risk of being ineligible for future funding as a result of interrupting.
- Work with internal and external stakeholders to investigate and resolve the reasons for non-payment of tuition fee loan contributions by SFE
- To regularly review and report on Aged Debtors, the process and procedures.
- To review and collate the list of students for potential de-registration for non-payment / funding.
- To actively participate in the student enrolment and Deregistration processes to ensure policies and procedures are adhered to with regard to Debt Management.
- To refer aged debtors to recovery partners and resolving subsequent queries that arise relating to this.
- Reporting on all debts to stakeholders, and collating students' details for potential de-registration and referral (of ex-students and sponsors) to debt collection agencies, for non-payment / funding and; managing the resultant queries.
- Regularly meet and negotiate terms with third party debt collection agencies
- Manage write-offs, bad debt provisions and setting up of payment plans
- To act as a point of contact both internally for staff and externally for customers relating to credit control matters.
- Assist with drafting of the Student Debt Management Policy for submission to the Accounts Receivables and Credit Control Manager for approval
- Attend meetings and committees as appropriate to facilitate improved debt recovery processes, de-registration and student and customer income activities.
- Overall responsibility and accountability for day to day queries relating to Credit Control.

Student Income Administration:

- To manage the central Financial Services debt operation, ensuring that financial regulations, policies and procedures are complied with and that all transactions are correctly accounted for.
- Manage month end and year end procedures across the Income and Credit Control areas as required.

Staff Training, Management and Development:

- 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 Credit Control 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 Credit Control 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 Income 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 Income 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 Student Fees and Finance
- Act as customer relationship manager, to improve the reputation and service provided by the Student Fees and Finance Team.
- Responsible for working with the Income 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 Income 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: Credit Control 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 or Association of Accounting Technicians (AAT), Institute of Commercial Management (ICM) qualified or part qualified

Desirable:

- Qualified by significant experience gained over numerous years in leading Credit Control 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 credit control in a large and diverse organisation using computerised systems
- Previous experience of end-to-end credit control processes
- 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:

- Two years' experience as a Credit Controller Supervisor leading and managing staff
- Experience of using Oracle and TABLEAU
- Extensive knowledge of student finance regime in higher education, specifically pertaining to assessment procedures and experienced in using the HEI Student Information System (SIS)

Knowledge

Essential:

- Working knowledge of Credit Law
- Knowledge of student finance within the Higher Education sector
- Knowledge and practical understanding of basic 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 skills with the ability to build and nurture relationships with multiple internal and external stakeholders with diverse needs
- Ability to clearly explain financial matters and deal with complex issues
- Strong written and verbal communication skills especially during difficult customer negotiations, including the ability to draft routine credit control correspondence, and a good telephone manner
- Good negotiation skills and business acumen
- 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 hands 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.

MU Services Limited

Middlesex University has established a wholly owned subsidiary, MU Services Limited, to provide professional services to the University. Staff of MU Services Limited will work alongside Middlesex University staff and will be employed by MU Services Limited. All University policies and procedures and the University Professional Services Staff Handbook will apply to MU Services Limited staff during their employment, unless where expressly stated otherwise.

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
Jodi Dehaney.