

Credit Control Officer

Job Description

The Role

Job title: Credit Control Officer

Department: Finance

Responsible to: Accounts Supervisor

Location: Cirencester, Gloucestershire

Salary: Grade 5: £23,715 - £27,929 depending on experience

Hours: 35 hours per week

Term: Permanent

Relationships with: All University staff, Finance Team, University Budget Holders and Departmental Managers, Students, and External Organisations including Suppliers, Legal Advisors and External / Internal Auditors.

We have a number of different ways to work flexibly, so at your interview feel free to talk about what flexibility means to you. There are no guarantees, however, examples of how our employees already work flexibly include part-time, job share, hybrid-working and compressed hours.

The Purpose

This role will provide credit control, management, reconciliation and transactional processing of the student ledger. The role holder will be responsible for the day to day processing of the transactions on the student ledger and correspondence with students. Leading on the credit control of the student ledger and ensuring transactional and student registration deadlines are met.

This role will also provide back-up for other roles within the department.

The role requires an aptitude for understanding reconciliations between different IT systems and a willingness to be proactive in taking on responsibility for such reconciliations and offering and undertaking solutions as and when required.

Key Responsibilities

- To manage the student ledger for the university from transactions, credit control and management reporting.
- Liaise with student finance institutions, reconciling all monies received and matching it in the student ledger on a timely basis.
- Process transactions onto the student ledger.
- Matching finance transactions on the student ledger (reconciling SLC, international payments and other finance to individual students).
- Reconcile the student ledger to ensure it is timely and accurate and meet management accounting deadlines for both month end and year end accounts.

- Prepare month end reports on debtors for Senior Accountant.
- Liaising with Registry relating to bursaries/hardship, franchise agreements, trusts, withdrawals, student finance process.
- Dealing with student fee queries (emails etc), includes providing cover on the finance hot-desk in student support.
- Liaise with Accommodation on fees and student credit control.
- Support Marketing and Registry, being the face of Finance on open days and events (includes evenings/Saturday working as required).
- Set up student ledger accounts, particularly at start of academic year, including status, student loan information and accommodation requirements. Liaise with registry as appropriate (using Quercus system) and following the registration process checklist.
- Ensure accounting meets all policies and regulations – including money-laundering checks.
- Liaise with internal and external auditors as directed by Senior Accountant, relating to the transactional audits.

Year End

- Final reconciliation of student loan company account.
- Ensure year-end accounting timetable is adhered to for all transactional items.
- Ensure all ledger reconciliations are performed accurately and cut-off in the accounts is correct, providing the Finance Business Partners details on any prepayment and accruals information.

Other Duties

- Bursaries monitoring, including monthly reconciliation between nominal and Quercus system.
- Provide information to Finance Planning & Analysis team for student returns.
- Assist with cover across the finance team as necessary.
- Act at all times within RAU's rules, policies, procedures, standing orders, financial regulations (including money laundering, cash payments from students etc), health and safety legislation, and adhere to legislative and regulatory requirements.
- Undertake such other tasks as may be reasonably requested by the Senior Accountant.

Person Specification

Requirements	Essential or Desirable
The post holder must be able to demonstrate:	
A good standard of education, GCSE or equivalent, must include Maths.	E
AAT or NVQ in bookkeeping or similar	D
Computer literacy. Good knowledge of Excel, Word and Outlook	E
European Computer Driving Licence or equivalent	D
Working experience in a busy accounting function with multiple ledgers and high levels of transactions. Extremely organised. Able to process volumes of transactions accurately	E
Experience of transferring and migrating data from one software package to another and understanding the importance of appropriate controls	E

A working knowledge of VAT	D
Good knowledge of VAT categories for different types of transactions	D
Experience of working in Higher Education and some understanding of the student funding regime	D
Excellent communication skills, ability to communicate effectively at all levels	E
Excellent customer care skills	E

General Responsibilities

- The University is committed to equality of opportunity. All staff are required to comply with current legislation, University policies and good practice guidance.
- All staff are required to act in a way that safeguards the health and wellbeing of children and vulnerable adults at all times. The post holder must be familiar with and adhere to appropriate safeguarding policies and guidance and participate in related mandatory/statutory training. Managers have a responsibility to ensure their team members understand their individual responsibilities with regard to safeguarding children and vulnerable adults.
- All staff are required to participate in the University appraisal process and should ensure they are familiar with the process and plan time to prepare for their appraisal. Following the appraisal, staff are expected to undertake in any necessary learning and development and work towards the objectives that have been set.
- The University expects staff to attend any training designated as mandatory and to undertake learning and development activities to support their role. Managers must facilitate learning and development within their teams.
- It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and that restricted information or highly restricted information to which they have access remains confidential during and after their employment at Royal Agricultural University. All staff must undergo appropriate data protection training as required.
- All absence from work must be reported in accordance with the University's absence procedures and recorded on iTrent.
- The University acknowledges its responsibility to provide a safe, smoke free environment, to its employees, service users and visitors. It is the policy of the University not to allow smoking on University premises other than in specifically designated areas.

Staff Benefits

We offer a range of Staff Benefits including a 35-hour working week, a generous 30 days annual leave entitlement plus bank holidays (pro rata for part time posts), pension scheme, free and guaranteed parking on campus and free shuttle bus from campus to Cirencester town centre, discounted catering facilities, discounted onsite gym, free library services, employee assistance programme, occupational health and counselling services, cycle to work scheme and staff development opportunities. Further details of the full range of staff benefits available can be found on our [website](#).

Application Procedure

If you are interested in applying for this role, please send:

- University [Application Form](#) together with the [Equal Opportunities Monitoring Form](#) available on the University website www.rau.ac.uk) – you may attach your up to date CV if you wish to add additional information.
- Details of two referees who must be people who can comment authoritatively on you as a person and as an employee in relation to the level of the post, and must include your current or most recent employer or their representative.
- Please forward to the HR Team, Royal Agricultural University, Cirencester, Gloucestershire, GL7 6JS or via email to jobs@rau.ac.uk stating where you saw the advert for the role
- Informal enquiries can be made to Juliet Baxter, Accounts Supervisor: Juliet.baxter@rau.ac.uk
- **Closing date:** 21st March 2023 with **Interviews on:** 30th March 2023.

The RAU is an equal opportunities employer and we particularly welcome applications from black and minority ethnic candidates as they are underrepresented within the RAU at this level.