



Staffordshire University Services Ltd

## Job Description

### General Details

Job title:	Credit Control Administrator (FN19-07)
School/Service:	Financial Services
Normal Workbase:	Stoke Campus
Tenure:	Temporary to cover Maternity Leave (* See <i>Special Conditions</i> )
Hours/FTE:	Full Time, 37 Hours Per Week
Grade/Salary:	Grade 4
Date Prepared:	July 2020

### Job Purpose

- Responsible for the maintenance and collection of University's customer accounts.
- Deputise for the Credit Control Team Leader in their absence.
- Responsible for student invoice/credit note production of both tuition and accommodation fees ensuring all are processed correctly, are accurate and reconcile with SITS (Student Records System).
- Responsible for monthly production and reconciliation of control reports.

### Relationships

Reporting to:	Assistant Director of Finance and, on a day-to-day basis, the Credit Control Team Leader.
Responsible for:	N/A

### Main Activities

- Deputise for this Credit Control Team Leader, carrying out day-to-day supervision of the Credit Control Assistants in their absence.
- Collection of commercial accounts and individual student accounts.
- Collection of outstanding accounts involving direct contact by telephone, letter or e-mail with debtors.
- Resolution of student queries via liaison with support areas within the University, actioned by telephone, e-mail or face to face.
- Production of both tuition and accommodation fee invoices ensuring all are processed correctly, are accurate and reconcile with SITS (Student Records System). Liaising with Digital Services and Fees and Bursaries to resolve issues.

- Responsible for the scheduling and production of debtors' letters, statements and other correspondence.
- Responsible for monthly production and reconciliation of control accounts.
- Responsible for maintenance and reconciliation of student records in relation to the Student Loan Company.
- Liaison with the University appointed Solicitors in relation to progression of documentation to support legal action on recovery of debt.
- Liaison with external agencies, Student and Academic Support Services and Schools to ensure the receipt of accurate and timely information for invoicing and debt chasing.
- Participate in the University's appraisal process and take responsibility for identifying your own professional and career development needs.
- The role holder is required to minimise environmental impact in the performance of their role and to actively contribute to the delivery of the University's Environmental Sustainability Policy.
- Undertake any other duties as may reasonably be required by the Assistant Director of Finance.

### Special Conditions

The post is to cover maternity leave, and is therefore offered on a temporary basis for a period of 12 months or the return of the post holder, whichever is earlier.

The role holder will be required to travel between sites from time to time in a cost-effective manner, which may be through the use of a car.

To be committed to working with the University to further improve the carbon footprint/environmental issues.

### Variation to Job Description

The employer reserves the right to vary the duties and responsibilities of its employees within the general conditions of the Scheme of pay and conditions and employment related matters. Thus it must be appreciated that the duties and responsibilities outlined above may be altered as the changing needs of the service may require.

### Conditions of Service

If you are successful in being appointed to a professional support role at Grades 1-6, you will be employed by Staffordshire University Services Limited (SUS Ltd).

Staffordshire University Services Limited is a wholly owned subsidiary company of Staffordshire University which provides professional support staff to undertake various roles and responsibilities associated with grades 1 to 6 on the Staffordshire University pay scale. You'll work alongside, and under the direction of colleagues, within the University's Schools and Services in the delivery of our University Plan and supporting KPIs. You will be subject to Staffordshire University's policies and procedures and will be eligible to participate in the Staffordshire University Pension Scheme.

## Application Procedure

We encourage you to apply on-line at our website <http://jobs.staffs.ac.uk> as the system is user friendly and simple to complete.

We would ask all applicants to ensure that they have provided comprehensive information under each criteria in the Supporting Statements section of the application form and, if necessary, add any relevant additional information in the Additional Information Section.