

Job Description

General Details	
Job title:	Clerical Assistant - Credit Control (FN19-03)
School/Service:	Financial Services
Normal Workbase:	Stoke Campus
Tenure:	1 Year Fixed Term
Hours/FTE:	37 hours per week
Grade/Salary:	Grade 3
Date Prepared:	May 2021

Job Purpose
Maintenance and collection of University's customer accounts.

Relationships	
Reporting to:	Financial Operations Manager, on a day to day basis, Accounts Receivable Team Leader
Responsible for:	n/a

Main Activities
<ul style="list-style-type: none"> • Input of data to the Oracle Fusion Finance System • Opening and despatching of mail • Collection of commercial and individual student accounts • Collection of outstanding accounts involving direct contact by telephone, letter or e-mail with debtors • Resolution of student and commercial account queries via liaison with support areas within the University, actioned by telephone, e-mail and personal contact • Assisting with production of debtors' letters • Maintenance of accurate records of contacts made regarding individual debts • Analysis of diary entries to assist with progression of credit control procedures • Negotiation of instalment plans with University debtors • Assistance with the preparation of statistical and management information in relation to debtors • Import of tuition fee invoices and credit notes from the student records system (SITS) into Oracle Fusion • Provide cover, when required, for maintenance and reconciliation of student records in relation to the Student

Loan Company

- Liaison with the University appointed Solicitors and/or external collection agents in relation to progression of documentation to support legal action on recovery of debt
- General office assistance when required including:
- Assisting with receipt and processing of credit card, cash & cheque payments.
- Attendance at student enrolments & arranging methods of payment suitable for students, in line with University policy.
- Any other appropriate duties as determined by the Financial Operations Manager or Accounts Receivable Team Leader

Special Conditions

The postholder 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

Staffordshire University Services Ltd 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 (SUS Ltd) 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 Services Limited (SUS Ltd) 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.