

## THE UNIVERSITY OF NOTTINGHAM

### Role Profile Form

**Job Title:** Collections Administrator

**School/Department:** Financial Operations – Debt Services Section

**Job Family and Level:** Administrative, Professional & Managerial

**Contract Status:** Permanent

**Hours of Work:** Full Time 36.25 hours per week

**Location:** University Park/Kings Meadow Campus

**Reporting to:** Debt Services Manager

**Purpose of the Role:** Conducting reconciliations for Embassies, sponsoring companies, trusts, organisations, and other institutions and private companies regarding "Sponsorship" of students and ensuring that fees are recovered from either the sponsoring agencies or students when fees are due and payable.

	<b>Main Responsibilities</b>	<b>% time per year</b>
1	<p>Checking that fees within Agresso ledger reflect sponsored student charges Within "Fee Billing" system. Reconciliation of accounts and contacting Sponsors account team handlers or students when appropriate. Posting adjustments when appropriate and informing the Tuition fees team to adjust where necessary any incorrect fees. Meeting students to discuss sponsorship payments.</p>	25 %
2	<p>Handling and recording of enquiries from sponsors (including sponsored students) organisations and institutions regarding invoices for fees and other sums due to the University. Investigating enquiries and replying to telephone calls, letters and mail and also emails.</p> <p>Initiating follow up procedures to improve recovery of fees from sponsoring companies and institutions- using aged debt reports to target debtors.</p> <p>Provision of copy invoices and statements and providing reconciliations when Appropriate to customers - to ensure that debts are recovered.Dealing with all levels of contacts with each organisation.</p> <p>Handling requests for raising of credit notes where necessary following internal investigations of queries by customers disputing charges. Passing authorised documents to the sales ledger for processing following appropriate authorisation processes.</p>	10 %
3	<p>Contacting directly NON student sales ledger accounts and instigating credit Control activities where appropriate to maximise on reduction of debt. Issue of reminder letters regarding overdue debts where necessary and making telephone contact with debtors. Contacting organisations, companies and individuals for NON</p>	20 %

	student debts where appropriate and to issue reminder letters when necessary, and contact by email, letter, fax etc.	
4	Matching of bulk cash payments within Agresso - to ensure that the specific student fees are cleared on sponsor accounts - making sure that the student debts are accurate within sponsor accounts. Assisting with other "matching" duties when required.	15 %
5	Provision of support in the management / control and collection on "Research" debtors - the main objective to resolve any issues preventing settlement of high value debts resulting from "research" invoicing, close liaison with RIS staff and school managers.	5 %
6	Control and administration of "Refunds" system - vetting all requests for refunds - raising the appropriate documents and journals and requesting refund cheques following approved authorisation controls. Recording all approved refunds via spreadsheet for audit control purposes.	5 %
7	Acting as a deputy in the absence of the Credit Control manager - provision of cover and support for the manager in his absence. Provide support for the provision of month end reports and reconciliation of ledger.	5 %
8	Any other duties as appropriate to the level of the post.	5 %

### Knowledge, Skills, Qualifications & Experience

	Essential	Desirable
<b>Qualifications/ Education</b>	Recognised accounting qualification (minimum RSA or equivalent). Member of the institute of credit management or equivalent	Post education/ leaning study. Career experience in credit control environment
<b>Skills/Training</b>	<p>Extensive knowledge and understanding of credit control Procedures and policies required. Demonstrate tactful and considerate care when dealing with students and customers, being mindful of the sensitive nature of the collection of Debts from students. Be aware of the confidential nature of information being released to third Parties and other organisations. Excellent customer care skills - able to deal with all customer types - commercial/institutions and individuals and have the ability and skills to deal with queries independently, and tactfully. Telephone skills to deal with enquiries and assess priorities. High level of IT knowledge and Experience is required to use the various software packages for management of accounts. Knowledge of "sponsorship" arrangements within the University for students and also an understanding of "research" contracts and customer accounts - to ensure that an appropriate tactful and careful credit control activity is undertaken for the collection of arrears. Email and Internet. MS office package software.</p>	<p>Working knowledge of credit control process in a large Organisation or company. Ability to issue reminder letters And telephone debtors. Prior experience dealing with Public &amp; customers. Relevant book keeping experience in a sales ledger/ accounts Receivables environment. Experience of Agresso and Saturn.</p>

	Computerised book-keeping & experience with accounting software. Able to work on own initiative to resolve issues and queries.	
<b>Experience</b>	Five years' in a credit control Environment in a large organisation. Credit control experience	Supervisory role held in an Accounts receivables office.

### **Scope of the Role**

To manage the Sponsor debts/ Sales ledger ( Non student debt and assist with major accounts on Research debtors. This role is to help reduce debts and maintain effective control of large parts of the debt owed to the university. Both in terms of value and size of specific debts Provision of credit control to sponsors and sponsored students also NON student debt. The management and reduction of debt is a KEY part of the Accounts receivables objectives and target. The role differs from the "STUDENT tuition fees debts which are handles separately Providing more skills and knowledge within the department and to assist the credit control manager and act as deputy in his absence

#### **Additional Information**

This is a key role for the management of the debt and requires skilled and significant hands on approach - working independently. Chasing major debts with a tactful approach which requires experienced credit control skills.

The scope of this role is to help to control and manage a significant and major part of the sales ledger and embraces many aspects of the "Accounts receivables function" - it also requires considerable technical skills from an accountancy and credit control / people skills perspective. Requirements are to be tactful and firm whilst still maintaining a highly professional approach to the role and also requiring a high level of accuracy. Being able to assist others within the department should this be needed This role requires a skilled and experienced credit control person capable of handling major client debt/ tactful handling of students and the ability to work with a variety of computer software systems.

The level of workload requires a full time clerk to ensure we are able to contain debts There has been no increase in the credit control manning in the last three years