**Person specification**

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| **Job title:** | Fee account officer (Credit Control) |
| **Location:** | The Grammar School at Leeds, Alwoodley Gates |
| **Summary of duties and responsibilities:** | Monitoring and collection of fee debts outside of the standard collection methods |

**Qualifications & attainments**

1. Qualification or considerable continuous experience in credit control at a professional level
2. Minimum of GCSEs in Maths and English, grade C/4 or above

**Experience & knowledge**

1. Experience in working with individuals rather than corporate debt recovery is essential – a background in an education, health or social care environment would be ideal
2. Experience of devising payment plans within established parameters
3. Experience in working with solicitors in taking legal action to recover debts
4. Understanding of issues affecting parents and their ability to meet fees commitments
5. Experience of using a sales ledger system to extract information, take action, and maintain up to date notes on accounts
6. Experience in telephone chasing and ability to remain in control of the call
7. Able to use a range of IT effectively to improve service delivery, particularly Microsoft Office applications such as Word and Excel, particularly using mail merges and spreadsheets
8. A working knowledge of the Consumer Credit Act and County Court procedures would be beneficial

**Skills & qualities**

1. Methodical and logical in working practices
2. Excellent attention to detail and focus on accuracy of information
3. High standards of record keeping and organisation
4. Ability to prioritise and structure your own workload
5. Ability to remain calm under pressure and to deal with potentially difficult situations
6. Ability to multi-task and keep abreast of various simultaneous processes
7. Ability to act on own initiative and work as part of a team
8. Driven to achieve results and meet targets
9. Strong communication skills - written and oral
10. Ability to communicate professionally with people at all levels both internally and externally

**Values & ethos**

1. Willingness to take responsibility for your own work and awareness of how this affects other team members
2. Commitment to child protection and the promotion of a safe environment for children and young people to learn in
3. Commitment to the school’s support and promotion of equality and diversity
4. Commitment to continuous self-development and a willingness to learn

**Work circumstances**

1. Flexibility to meet with parents or attend other meetings outside of standard working hours if required (with prior notice)
2. Ability to travel between the two sites and meet parents at the Headingley site if necessary