

Job Title	Credit Controller
Line Manager	Head of Finance / Senior Finance Business Partner
Salary Range	£29,000 – £31,000 (pro-rata for part time hours)
Hours	40hpw (part-time considered) Mon-Fri, year-round.
Location	Repton
Benefits	Occupational Pension Scheme Complimentary Sports Centre membership (including family)
Role Overview	
Responsible for the debtors' ledgers of all Repton UK Schools*, ensuring effective credit control measures are in place and being followed.	
*currently: Repton, Repton Prep, St Wystan's, St Hugh's, Marlborough House Vinehall and from Sep 26 Bowdon Prep.	
Role Outcomes	Key Performance Measures
Credit Control. Timely and professional chasing of overdue payments across all Entities, with detailed working knowledge of individual schools' parent contract and payment terms	Aged debtors reports improvements over time
Service Provision. Parent and other queries are managed efficiently and effectively	Feedback from internal and external customers
Continuous Improvement. A number of improvements to current credit control practices have been proposed and implemented.	Quantity and quality of CI successfully implemented Feedback from internal and external customers
Finance Team Contribution. A broader contribution has been made to the workload management, morale and success of the finance function as a whole.	Examples of additional contribution Feedback from Head of Finance and Finance Team colleagues
Role Responsibilities	
<u>Credit control</u> <ul style="list-style-type: none"> Managing the Aged Debtors across the UK Repton Schools such that late payers are known and contacted and payment plans are monitored and chased effectively New payment plans are documented appropriately and monitored Ensure a good working knowledge of each parent contract and associated payments terms, ensuring adherence to the same. Providing information to outsourced credit control as required Escalating debt, in particular fees in lieu of notice, to small claims court <u>Service Provision</u> <ul style="list-style-type: none"> Responding to queries and questions relating to billing and payments Liaising with staff to resolve all billing queries promptly and professionally, making any adjustments as necessary 	

Continuous Improvement

- Continuously review and improve all processes and working practices to ensure efficiency and effectiveness
- Amend any relevant financial processes in line with any changes to legislation, reporting requirements etc.

Finance Team Contribution

- Provide support as requested to other areas or team members within Finance
- Any other duties as reasonably requested by your line manager

Person Specification

Experience

Essential

- Excellent customer background, including the ability to relate to fee payers (or equivalent) of different backgrounds, with some experiencing difficult situations and an inability or reluctance to pay.
- Prior experience in a finance or other similar role – including working knowledge of credit control or similar processes
- Educated to A-Level or equivalent standard, with strong grades in English and Maths.

Desirable

- Knowledge of the iFinance accounting system
- A degree qualification and/or relevant professional qualifications.

Skills

- Highly IT literate – confident user of Outlook, intermediate Excel (e.g. pivot tables and formulae)
- Highly organised and methodical, with a proven track record of delivering high quality work to expectations, and on time
- The ability to take responsibility and use own initiative to resolve problems and issues or escalate as appropriate and provide support to their resolution
- The ability to communicate clearly with colleagues and non-Finance staff at all levels
- High attention to detail and levels of accuracy
- Be a motivated individual and able to work alone or as part of a team
- Ability to meet tight deadlines, prioritise tasks and adapt to changes in deadlines and requirements
- The ability to positively embrace changes and new challenges

Personal Style

- Have a passion for customer service and finance and be ready and willing to learn more about this area.

- Solution-oriented and with a can-do attitude.
- Able to focus and work methodically and calmly under pressure.
- You will be honest and open, but also highly trustworthy and able to deal with sensitive or privileged information with absolute confidentiality and discretion.

Additional Information

Safeguarding

Promoting and safeguarding the welfare of children and young persons for whom you are responsible and with whom you come into contact is a critical part of all roles at Repton/Repton Prep.

Under the Sexual Offences Act 2003 it is a criminal offence for a person over 18 (e.g. teacher, matron, sports coach) to have a sexual relationship with a child under 18 where that person is in a position of trust in respect of that child, even if the relationship is consensual. This applies where the child is in full-time education and the person works in the same establishment as the child, even if s/he does not teach the child.

Moreover, whatever the age of the pupil, a sexual relationship between an employee and a pupil will be considered an abuse of a position of trust and gross misconduct, likely to result in dismissal.

Health

The successful applicant will be required to complete a Health Declaration once a formal offer of employment has been made and accepted.

Children Act and Referees

Successful appointment will be dependent upon statutory criminal conviction checks including an enhanced DBS Check in accordance with the Children Act, as well as favourable reports from two referees. It will be assumed that the School may contact your nominated referees without further reference to you, unless you specify any alternative arrangements.

Child Protection Policy

All applicants must be familiar with our Child Protection Policy which can be found at <https://www.repton.org.uk/userfiles/reptonmvc/Documents/06-Key-Information/Employment-Opportunities/170916-Child-Protection-and-Staff-Behaviour-Policy.pdf>