



Durham Cathedral Schools Foundation

CREDIT CONTROLLER

Line Manager: Finance Manager

Salary: Dependant on Experience

Hours: Part time, 22.5 hours per week, full year. Flexible working arrangements considered.

We are looking to appoint a Credit Controller to join our Finance Team. This role will be responsible for ensuring that school fees are paid in line with set deadlines and for liaising with parents to resolve any outstanding payments.

Main responsibilities include, but not limited to:

- Support the production of fees invoices
- Recording of receipts
- Debtors statements and administration
- Contacting parents whose payment is overdue and explaining their terms of credit
- Credit control and communication with parents over fee accounts, including renegotiating repayment plans where required
- Process all routine correspondence with the fee debtors and/or late payments, maintaining accurate records
- Provide debtor data to the Finance Manager and Chief Operating Officer on a regular basis to allow for structured follow-up and targeted action to assist in clearance
- Providing information to Solicitors, at the request of the Chief Operating Officer, to enable the commencement of legal proceedings, liaising with them further as needed
- Annual collation of financial information of Bursary recipients
- Liaison with parents regarding invoice queries

Other

- To work within the financial regulations of the Foundation
- To work within Foundation policies and procedures
- Any other tasks commensurate with the post

The duties and responsibilities outlined in the job description are not meant to be definitive nor restrictive and may be modified to meet the changing needs of the setting.

Person Specification

	Essential	Desirable
Education & Qualifications	<ul style="list-style-type: none"> • Five or more GCSE (or equivalent) grade A-C (9-4) 	
Experience	<ul style="list-style-type: none"> • IT literacy including Microsoft Office (Word/Excel/Powerpoint) • Experience with accounting software packages and databases • Credible and able to provide logical and systematic approach to problems • Able to stay calm in a difficult situation • Respect the importance of confidentiality 	<ul style="list-style-type: none"> • Knowledge and experience of Credit Control and Debt Recovery • Qualifications or training in accounts • Able to use School Systems, e.g SIMS, FMS • Experience of working in a school setting • An understanding and belief in the role and purpose of day and boarding schools
Personal attributes	<ul style="list-style-type: none"> • Exceptional people skills • Creativity and enthusiasm • Strong attention to detail • Proactive approach and 'can do' attitude • Well organised and efficient • Flexible approach to duties undertaken and working hours 	<ul style="list-style-type: none"> • An understanding of the motivations, attitudes and aspirations of parents, children and other stakeholders aligned to/considering private education • Empathy with the ethos and aims of the independent school sector
Skills	<ul style="list-style-type: none"> • Comprehensive knowledge of Microsoft office packages • Knowledge of databases, including reporting • Good verbal and written communication skills • Able to apply technology in new work-related situations. • Able to follow instructions and procedures without constant supervision. • Ability to form appropriate relationships quickly. • Ability to work under own direction and as part of a team • Ability to meet deadlines and prioritise work effectively • Ability to maintain confidentiality and privacy in line with the role requirements • Excellent written and oral communication skills • An assertive but tactful manner, with good negotiation and customer service skills • Ability to talk sensitively when dealing with family situations and to exercise tact and discretion when required 	