# Job Title:

LCAE Credit Controller

# Department:

Finance

# Reports To:

LCAE Executive Director / LCAE Finance Director

# Job Purpose:

The Credit Controller will play a crucial role in ensuring the financial health of the higher education institution by efficiently managing all aspects of student and commercial debtor accounts. The position is responsible for the timely collection of tuition fees and other receivables, maintaining accurate records, minimising bad debts, and providing excellent service to students.

# Key Responsibilities:

* Accounts Receivable Management: Maintain up-to-date records of all student and commercial receivables. Monitor accounts to identify outstanding debts and ensure prompt collection of tuition fees, accommodation fees, and other related charges.
* Debt Collection: Proactively contact students, sponsors, and commercial clients regarding overdue payments via email, phone, and formal correspondence. Implement agreed-upon escalation procedures where necessary, including payment plans, reminders, and referrals to external collection agencies if required.
* Reconciliation: Regularly reconcile the accounts receivable ledger to ensure all payments are accounted for and properly posted. Investigate and resolve discrepancies in a timely manner.
* Student Support: Provide clear, accurate information and advice to students and their families about fee payment schedules, outstanding balances, and available payment options. Address queries or concerns with sensitivity and professionalism, recognising the importance of student experience.
* Reporting: Prepare and present regular reports on debtor balances, aged debt analysis, cash collections, and bad debt provisions for management review. Assist in the preparation of year-end accounts and audits.
* Policy Implementation: Ensure adherence to the institution’s credit control policies and procedures. Contribute to the continuous improvement of controls and processes to enhance efficiency and minimise risk.
* Liaison with Departments: Work closely with colleagues in Finance, Admissions, Accommodation, and Academic departments to resolve fee-related issues and share relevant information.
* System Management: Utilise and update the institution’s finance and student information systems, ensuring all data is accurate, secure, and up to date.

# Person Specification:

## Essential Qualifications and Experience

* A recognised qualification in Finance, Accounting, Business Administration, or a related field, or equivalent relevant experience.
* Proven experience in credit control, debt collection, or accounts receivable, ideally within higher education.
* Proven experience working with Student Finance with a strong understanding of Tuition Fee loans
* Strong numerical, analytical, and problem-solving skills.
* Excellent written and verbal communication skills.
* Experience working with financial management systems and office software (such as Microsoft Excel, Word, and Outlook).
* Demonstrable commitment to providing high-quality, student-focused service.

# Key Skills and Attributes:

* High level of accuracy and attention to detail.
* Ability to work independently and as part of a team.
* Proactive approach to problem-solving and process improvement.
* Strong organisational and time management skills; ability to manage a busy and varied workload.
* Resilience and the ability to remain calm under pressure.
* Discretion and respect for confidentiality at all times.

# Main Duties and Typical Tasks:

* Issuing invoices and fee statements to students.
* Chasing outstanding payments.
* Reviewing Student Finance reports and taking necessary action
* Working with our Student Finance team to correct and update Student Finance records
* Negotiating payment arrangements for students in financial difficulty, within agreed guidelines and policies.
* Maintaining accurate records of communications, agreements, and actions taken on each account.
* Preparing evidence and documentation for debt recovery actions, including liaison with legal representatives where necessary.
* Assisting with the administration of scholarships, grants, and bursaries, ensuring that financial support is appropriately applied to student accounts.
* Attending meetings and participating in cross-departmental working groups as required.
* Providing feedback to improve service delivery and student experience.

# Performance Measures:

* Achievement of collection targets and reduction in aged debt.
* Accuracy and timeliness of reporting and reconciliations.
* Quality of service as measured by student and stakeholder feedback.
* Compliance with internal policies and external regulations.

This job description reflects the main duties and responsibilities of the post. It is not intended to be exhaustive. Duties may be amended or added as required to meet the changing needs of the institution.