



CREDIT CONTROLLER JOB DESCRIPTION

ABOUT CATS COLLEGES

CATS Colleges is a leading provider of pre-university academic courses and English language courses in the UK. We provide programmes including A Level, IB and University Foundation, as well as English Language Study, to a growing number of international students seeking to win places at UK universities.

We operate a number of different educational brands: CATS Colleges in Cambridge, Canterbury and London; CATS Academy in Boston; Cambridge School of Visual and Performing Arts (CSVPA), Stafford House English language schools and study holidays and Independent Secondary Schools (ISGs). We benefit from being part of a global team focused on teaching and learning.

OVERVIEW OF THE JOB

The primary role is to the collection of pupil and student fees within an agreed timeframe, thereby improving company cash flow and minimising the risk of bad debt. The role owner will be generally responsible for collection of fees at group level so will be working across the group, however they will have a focus on the independent school group. The role owner must be visible to the company and act as the main point of contact for credit control for their assigned business unit, however they will be required to work flexibly across the group as and when required. The role owner will also be responsible for processing student refunds and finance related enquiries and will be expected to support both the head of credit control and finance manager in the execution of their duties. The role can be locally based however they will be required to regularly travel to Cambridge as and when required.

REPORTS TO

You will be directly responsible to the Head of Credit Control.

MAIN RESPONSIBILITIES OF THE JOB

- To process invoices in Oracle in line with fees schedules for any school in the CATS group.
- To ensure the collection of pupil and student fees within the agreed timeframe, as per company policy.
- To undertake bank reconciliations.
- To liaise directly with fee payers, agents and guardians regarding student accounts, maintaining accurate records of associated chase activity and follow up actions required.
- To build effective working relationships with school staff, sales and admissions teams, and the Central Finance Team in order to quickly and courteously answer queries from agents and fee payers regarding student accounts.
- To demonstrate excellence in customer service and lead by example.
- Responsible for processing student refunds, following procedure in line with agreed SLAs.
- Support to the head of credit control by proactively reviewing and improving procedures for cash collection.
- Assistance with company banking.
- To adjust invoices accordingly where students qualify for manual discounts or other adjustments (for e.g. deduction of commission at source) if using the student management system.
- To produce invoices for tuition fees, accommodation fees and any other chargeable items in a timely manner.

- To perform various accounting reconciliations and analysis as befits a controlled accounting environment including analysis of billing information (such as transport and accommodation charges).
- To run the debtors report where necessary and help maintain its accuracy.

PERSON SPECIFICATION

Motivation

- Is proactive rather than reactive in approach.
- Takes responsibility and ownership for work issues and problems of an operational and strategic nature.
- Implements improvements to work processes and practices within his/her remit.
- Understands College goals and direction and sets own priorities accordingly.

Drive

- Is energetic and enthusiastic.
- Committed to the role and to the team and the College.
- Gets things done through influence rather than by railroading others.
- Confronts and overcomes obstacles to progress within team.

Intellect

- Demonstrates good critical thinking skills to understand client issues.
- Can suggest and where appropriate implement solutions.
- Gathers facts and analyses situations in accurate and organised fashion.

Judgement

- Can think and act rationally and maturely without undue bias or reliance on emotional responses.
- Can weigh up information, issues and evidence and draw balanced conclusions from such.
- Shows clearly that he/she is learning from experience.
- Knows when to ask for support and advice from colleagues.

Credibility and Communication

- Has positive impact with colleagues and clients.
- Projects appropriate professional image.
- Has clear focus on the Group's service standards towards both agents, pupils and students.
- Speaks clearly and persuasively when interacting with internal and external personnel.
- Can facilitate potentially difficult discussions in an internal and external context.
- Keeps line manager and team informed of progress or difficulties.
- Displays excellent listening and questioning skills.

Resilience

- Can balance the normal demands or a range of work and responsibilities without disruption to other team members.
- Can prioritise conflicting demands.
- Remains balanced and rational in dealing with others at all times.

Customer Focus

- Understands and communicates the College offerings and capabilities.
- Demonstrates a clear empathy with pupils, students, parents and agents, and understands their needs.

Technical

- Comfortable with use of Microsoft Office applications.
- Good level of written and spoken English.
- Problem solving abilities.
- Accuracy and attention to detail.

Teamwork

- Has the confidence and respect of peers, and management staff.
- Is sympathetic to others' development needs and seeks opportunities to provide support when appropriate.
- Contributes to an open and supportive team climate.

Organisation

- Meets deadlines.
- Demonstrates a capability to balance competing demands.

AND FINALLY

CATS Colleges are committed to safeguarding and promoting the welfare of our students and expect everyone connected with the organisation to share this commitment. All positions are subject to the satisfactory completion of safer recruitment pre-employment checks in line with KCSIE guidelines.