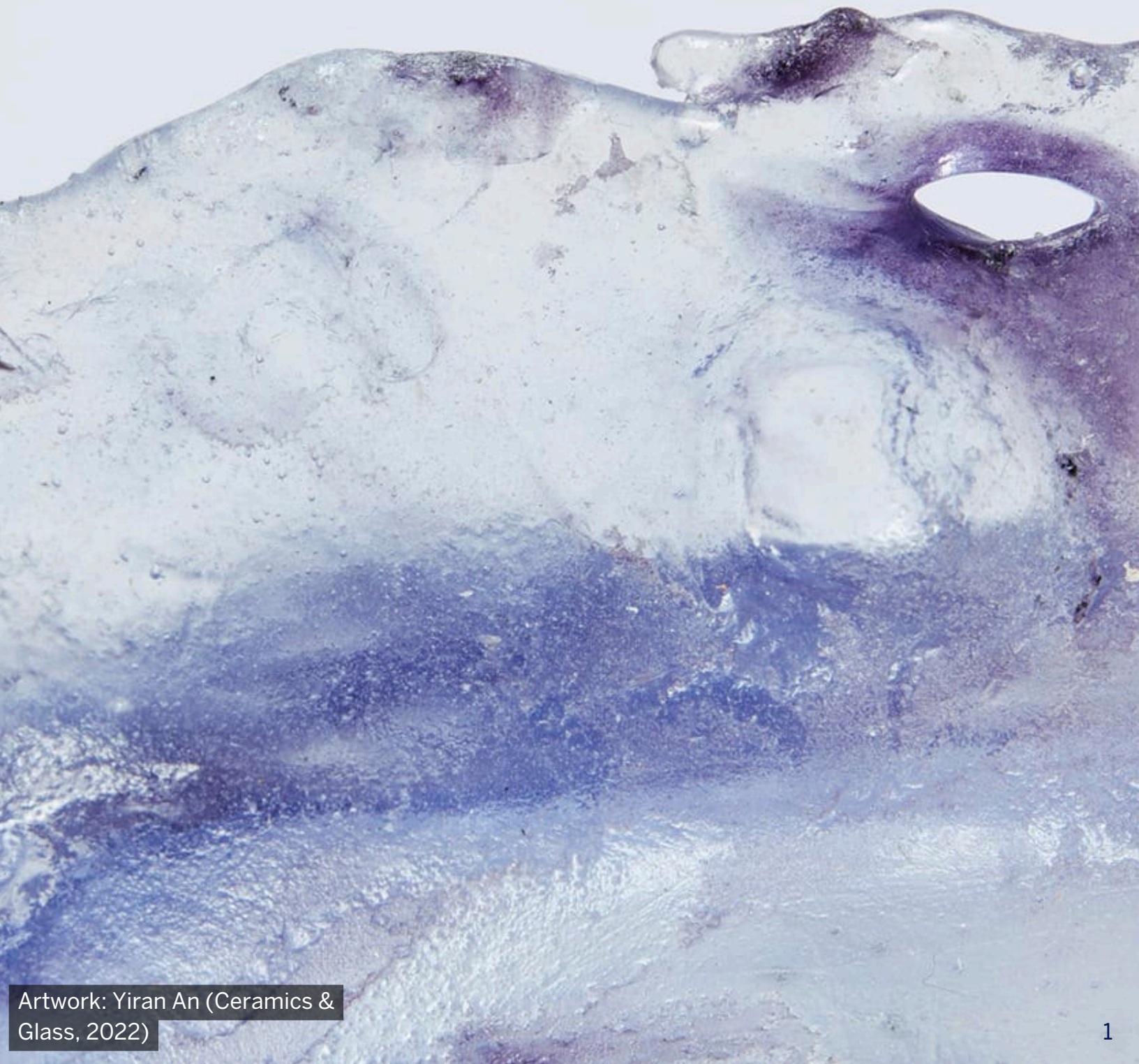


RCA

Accounts Receivable Supervisor May 2024



Artwork: Yiran An (Ceramics & Glass, 2022)

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Photo: Richard Haughton

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WELCOME TO THE RCA

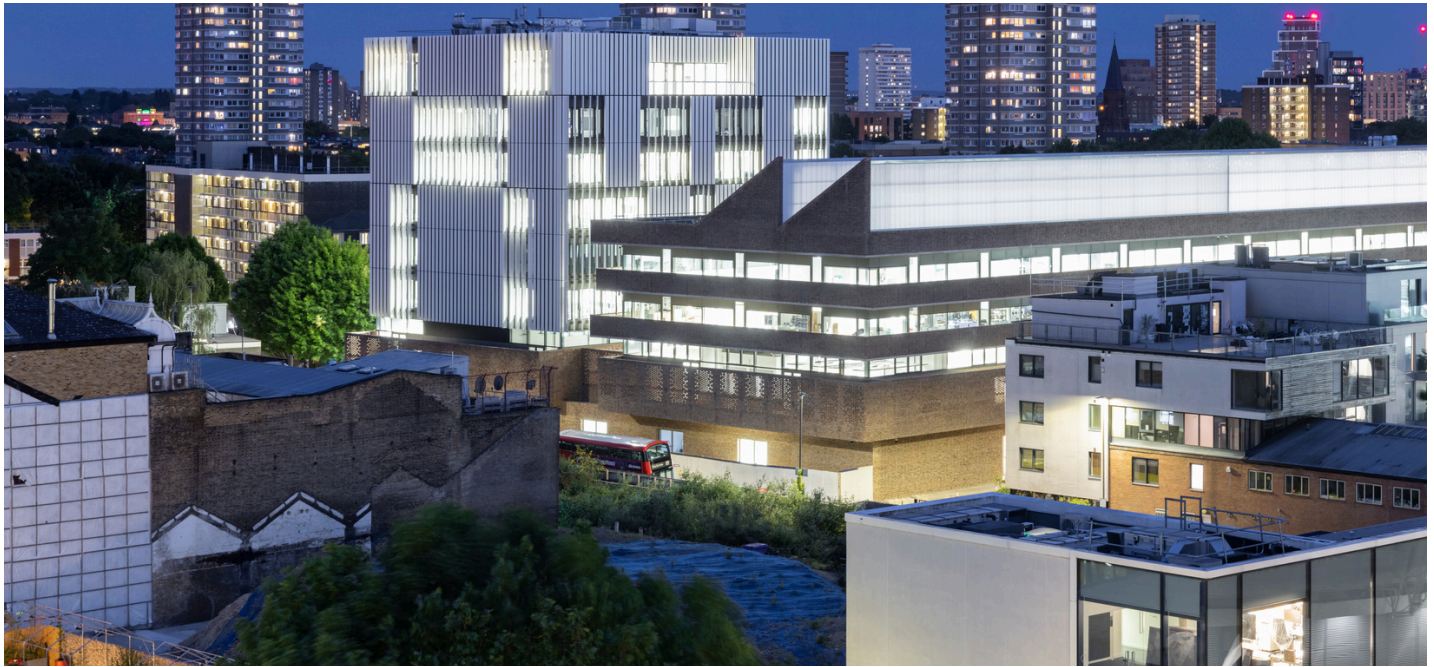


Photo: Iwan Baan

Founded in 1837, the Royal College of Art is the world's largest community of postgraduate art and design students. It is also the oldest art and design university in continuous operation and has been ranked as the world's number one art and design university for a remarkable ten consecutive years, according to the QS World University Rankings by Subject 2024 – the worldwide survey of academic and industry opinion.

The RCA is research-led and recognised in the UK-wide REF (Research Excellence Framework) as the UK's most research-intensive institution – with an increased proportion of the College's outputs classed as 'internationally excellent' and 'world-leading' in the most recent REF assessment of 2021.

Studying at the RCA is the starting point for the world's creative leaders. With more than 25,000 RCA alumni across the globe, the RCA's graduates form a unique international network of artists, designers, creators, and innovators. Every year, RCA alumni are recognised as leaders in their discipline, making national and international headlines for their work, which shapes the world we live in. Its graduate start-up incubator, InnovationRCA, is one of the most successful in the country with a high proportion of female start-up founders and a high 'survival' percentage after five years of trading.

More than 2,800 students are spread across four schools and research and academic departments, studying at Graduate Diploma, MA, MFA, MDes, MArch, MEd, MRes, MPhil and PhD levels. The College's mix of professionalism and creative freedom, together with its renowned academic community and rigorous academic framework provides the ecosystem in which students flourish and achieve their highest potential.



Photo: Richard Haughton

In addition, the RCA has a number of established and planned research centres: the Helen Hamlyn Centre for Design; the Material Science Research Centre (which includes the Materials Futures Research Group and the Textiles Circularity Centre); the Intelligent Mobility Design Centre, Computer Science Research Centre, and a future centre in Drawing. The RCA is also home to one of the UK's most successful university incubators, InnovationRCA.

The RCA espouses a hybrid approach, supporting 'traditional' making and technical skills in fine and applied art and design alongside the foundational sciences, engineering and technology which underpin designers' ability to solve today's global challenges. The RCA champions the value of interdisciplinary learning and was the first art and design university in the world to implement a STEAM (Science, Technology, Engineering, Art and Design and Mathematics) academic vision, with investment in new faculty posts in Materials Science; Computer Science and Robotics alongside art and design disciplines. By applying creative insights to evidence-based science, its staff, students, researchers, and start-ups are addressing major global challenges such as rapid urbanisation and transport; loss of biodiversity; ageing populations; unsustainable consumption and production; and the rise of AI.

Our Strategy

The RCA's strategic vision is to increase its influence on the world stage of globally ranked universities, punching significantly above its weight, and attracting, supporting and convening the world's most talented faculty, students, artists, designers and creative leaders. For more information on The RCA's Strategic Plan 2022–27, please click on this link: [Strategic Plan 2022–27](#).

Our People



Photo: Richard Haughton

The role of Royal Visitor to the RCA was taken on by The former Prince of Wales – now His Majesty The King – in 2018. The announcement of HM The King’s retained Patronage of the RCA marks the first anniversary of Their Majesties’ Coronation. As part of the official Coronation Concert in May 2023, the Royal College of Art along with The Royal Ballet, The Royal Opera, the Royal Shakespeare Company, and the Royal College of Music came together for the first time ever to create a spectacular one-off performance, with a striking visual backdrop of specially-designed artworks contributed by students from the Royal College of Art.

The RCA’s Chancellor is Sir Jony Ive, and the Pro-Chancellor and Chair of Council is Sir Peter Bazalgette (please see link to Council independent members’ biographies). The RCA’s President & Vice-Chancellor – the CEO of the institution – is Professor Christoph Lindner who joined the College in April 2024.

The RCA’s academic faculty bring world-leading expertise and industry knowledge to the practice-based model of teaching. There is a core academic and research workforce of 196 FTE, supported by around 215 Associate Lecturers and a wide range of Guest Lecturers who bring ‘live’ industry experience into the taught curriculum – for example, Amin Taha of GrantOn design, whose work was twice shortlisted for the RIBA Stirling Prize, in 2017 and 2021, teaches in the School of Architecture; and Yao Yingjia, who is Vice President and Chief Designer at Lenovo teaches in the School of Design.

The RCA combines contemporary and industry-focused teaching perspectives. It also employs a team of 95 highly skilled technicians, many of whom themselves have postgraduate qualifications in their fields of specialism, which range from rapid prototyping and subtractive manufacturing to film and sound engineering, and from digital modelling to metal fabrication and jewellery making.

Our Values



Photo: Shaun James

The RCA community operates in line with four agreed values:



Curiosity

We have a tenacious commitment to innovation and openness to change. We positively interrogate ideas, assumptions and plans and welcome the honest scrutiny that is alive in a learning community.



Inclusion

We celebrate diversity and embrace difference as a source of strength. We strive for an inclusive RCA community, removing barriers and challenging exclusionary and discriminatory practices.



Collaboration

We value what happens together and we help and support each other to achieve our collective goals. We work in partnership with our students, staff, alumni, institutions and communities across the globe to make a lasting difference.



Integrity

We are always willing to listen, we offer constructive feedback and we promote accountability, building relationships of mutual trust and respect. We are resilient in the face of challenges, pursuing outcomes with individual, cultural, societal and economic impact.

Finance



Photo: Richard Haughton

The Finance Department are responsible for leading on the College's financial strategy and ensuring we have a robust 5–10-year financial plan. We are here to support the College with the processing of financial transactions, management information, decision support and advice.

Additionally, we provide regular information and updates to a number of College Committees (in particular, the Planning & Resources Committee and Council) and other external stakeholders including the Office for Students, Department of Education, London Borough of Wandsworth and HSBC.

Accounts Receivable Supervisor



Photo: Richard Haughton

Purpose of Role

Operating within the Finance team, the Accounts Receivable Supervisor will lead on all Accounts Receivable activities to ensure timely collection and processing of all College receivable receipts. The role holder will be responsible for providing an excellent Accounts Receivable service, responsive to the needs of all stakeholders and in particular, to the College's students. Working with the Financial Services Manager, the role holder will lead in the invoicing and collection of tuition fees for the College's students, sponsors and other customer invoices. The role holder will also be responsible for the maintenance of student and sponsor records with the College finance system and liaising with Registry and Student Support about student related bursaries and fees.

The role holder will directly manage the Accounts Receivable Assistant (1 FTE) and will work closely with the Financial Services Manager, students, other external customers, Deputy Director of Finance, the Registrar and a wide range of RCA's Heads of Service and budget holders.

The role holder will also be expected to work with the Accounts Payable Supervisor and the Financial Services Manager to ensure the work of the transactions team is performed as effectively as possible.

Accounts Receivable Supervisor



Photo: Richard Houghton

Key responsibilities:

- Organise, plan and issue accurate invoices to the College's students, sponsors and other customers using Agresso, the College's Finance system and Thesis, the College's Student record system.
- Plan, organise and support the work of the Accounts Receivable Assistant.
- Develop debt collection processes that improve timeliness of payments from students and customers and are consistent with agreed credit periods.
- Reconcile the finance system debtors ledgers with control accounts and the student registry system, according to the monthly management accounts and year end timescales.
- Manage and plan the process of uploading and matching student and customer payments in the finance system, post journals and understand double entry.
- Manage the process of changes in student status that impact on student fees to ensure accurate income recognition and debt.
- Manage and develop the process of applying bursaries, scholarships and sponsorships to student invoices and ensure accurate accounting.
- Develop, produce and review monthly management information reports on RCA's debt with the Financial Services Manager/Deputy Director of Finance as part of the monthly management accounts process.
- Manage the financial aspects of the student registration/enrolment process.
- Liaise with the Registrar/Deputy Registrar over student debtors and provide accurate and timely debt reporting to relevant Committees.
- Arrange appropriate refunds for students in relation to overpaid tuition fees
- Liaise with RCA Schools and departments with regard to the status of customer debt and with regard to any queries from customers.

Accounts Receivable Supervisor



Photo: Richard Haughton

Key responsibilities:

- Ensure student, parent and sponsor financial queries on debt are handled in a professional sympathetic manner and queries are responded to on a timely basis.
- Maintain and develop expert technical knowledge of Agresso Accounts Receivable module.
- Provide training and assistance to RCA managers on invoicing and debt issues and on using the Finance system.
- Keep the Financial Services Manager informed at all times of debt collection activities and updates.
- Develop supportive working relationships with colleagues around the College and in particular with those in the College's Registry and Student Experience department.
- Provide Student support – both online and face-face appointments, across all sites.
- Support the Accounts payable function in Supplier setup and payment processing.
- Undertake any other duties requested by the Financial Services Manager.

Person Specification

Essential Characteristics of the Post Holder

- AAT qualified and /or educated to first degree standard (or equivalent).
- Good working knowledge of accounts receivable /credit control in a medium sized organisation.
- Understanding and detailed experience of month end/year end accounts receivable processes ensuring delivery to strict deadlines.
- Good planning, organisational and administration skills to manage priorities.
- Strong IT skills, including advanced excel (such as vlookups, pivot tables), access and word; accounts receivable module of an accounting system.
- Experience of debt collection with the confidence to deal with sensitive financial issues and keep appropriate individuals informed at all times.
- Ability to perform reconciliations, post journals and effectively report financial information to senior stakeholders.
- Effective verbal and written communication skills with the confidence and diplomacy to deal with a range of external customers, staff and student.
- Proven face-to-face customer service skills.
- Ability to work in a team, work under pressure and meet tight deadlines.
- Knowledge and understanding of the Accounts Payable function.

Desirable

- Experience of working within a Higher Education Finance department.
- Knowledge of Agresso accounts receivable module.
- Experience of staff management.
- Experience of using a student information system.
- Accounts Payable experience

Pay & Benefits

Additional Information:

- Salary (grade 7) working 5 days per week: £42,205- £45,732 per annum inclusive of London Allowance.
- Normal hours will total 35 per week over 5 days, 9.30am to 5.30pm with an hour each day for lunch
- Hybrid – 3 days in the office
- The appointment is permanent
- The successful candidate will be required to work at our Kensington campus, and across the other campuses as required - Battersea/White City
- 25 days annual leave plus extended breaks at Christmas and Easter.
- A contributory defined benefit pension scheme and interest free season ticket loan are available.

Post: Accounts Receivable Supervisor

Department: Finance

Grade: 7

Responsible to: Financial Services Manager



Photo: Philip Vale

Pension

The Royal College of Art is a member of the Superannuation Arrangements of the University of London (SAUL) which is a contributory defined benefit pension scheme. The college will contribute a sum equal to 16% of your salary while you pay 6%.

Holiday

25 days paid leave a year plus bank and public holidays normally observed in England and Wales. In addition, the college is normally closed for six days a year, one day on either side of Easter and the remainder between Christmas and New Year. Part-time staff will be entitled to the pro rata equivalent.

Season ticket loans

Interest-free loans are available for staff to purchase annual season tickets.

Enhanced maternity and adoption pay

Qualifying employees are entitled to enhanced maternity/adoption pay: 26 weeks' full pay, 13 weeks Statutory Maternity/Adoption Pay. This compares to the statutory provision of 90% of average pay for 6 weeks followed by Statutory Maternity/Adoption Pay for 33 weeks.

Enhanced paternity pay

Qualifying employees are entitled to two weeks' paternity leave entitlement at full pay. This compares to the statutory provision of two weeks' pay at the statutory rate.

Enhanced shared parental pay

Qualifying employees are entitled to enhanced shared parental pay: up to 24 weeks' paid at the full rate of the employee's normal pay (only in the first 26 weeks following the start of maternity/adoption leave), followed by 13 weeks Statutory Shared Parental Pay. This compares to the statutory provision of up to 37 weeks paid at the statutory rate or 90% of average weekly earnings, whichever is lower.

Enhanced sick pay

Occupational sick pay after three months' service is three months full pay/three months half pay.

24/7 confidential support

Staff and family members in their household have access to a free, external confidential support service for work, financial, legal, family and personal problems 24 hours a day, 365 days a year.

Occupational health

Occupational Health support for the College is provided by Imperial College's occupational health service at their South Kensington Campus.

Life Cover

Active members of the SAUL pension scheme automatically receive life cover. A lump sum of four times your salary together with a refund of your contributions and a 2/3 pension for your dependent/spouse is payable should you die whilst in employment.

Library

All staff are welcome to join the college library.

Events

All staff are welcome to attend exhibitions, lectures and private views held by academic schools and programmes.