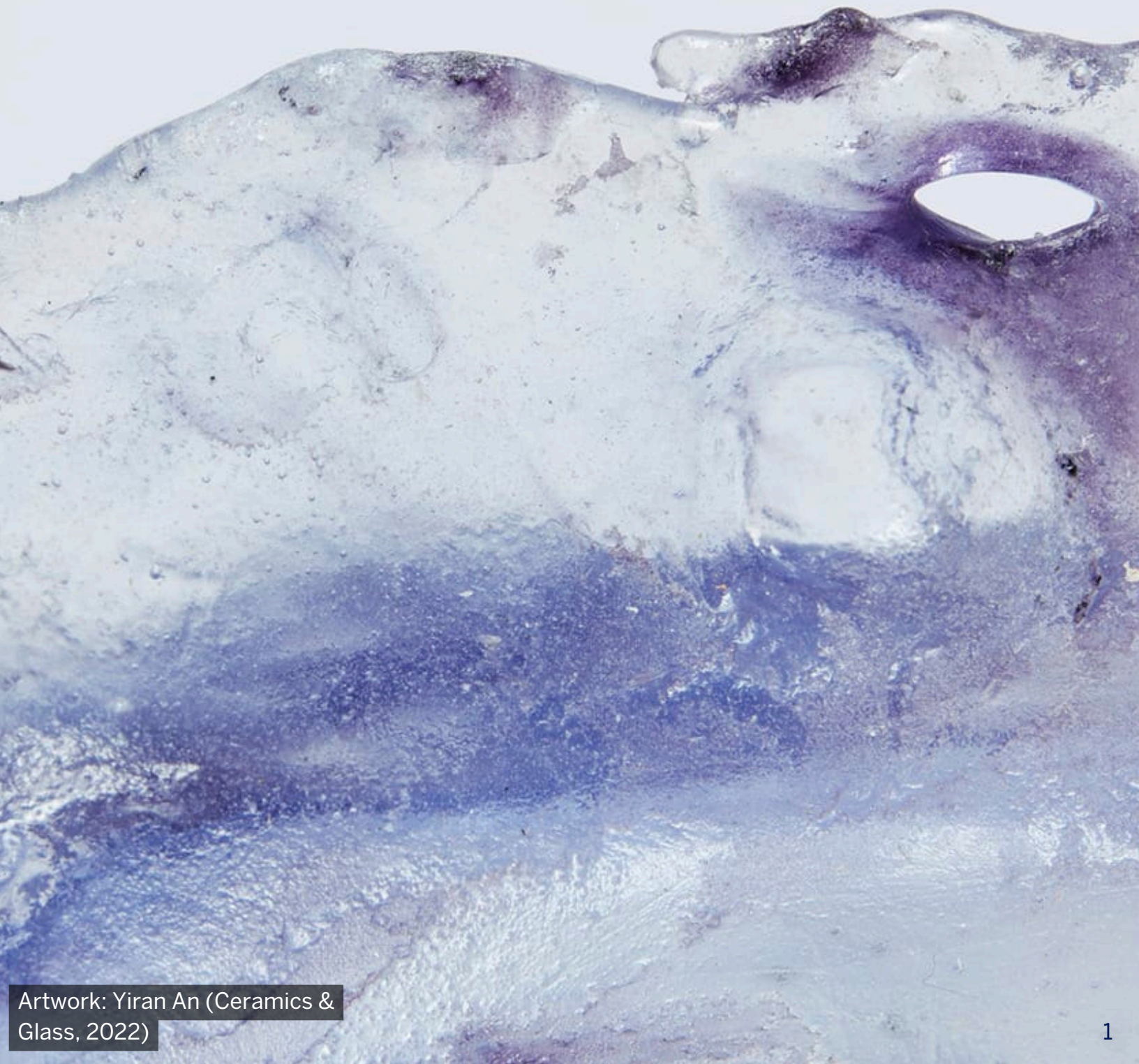


RCA

Accounts Receivable Assistant 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 Assistant



Photo: Richard Haughton

Purpose of Role

Operating within the Finance team, the Accounts Receivable Assistant will be responsible for providing an excellent Accounts Receivable Service responsive to the needs of all stakeholders, the College's students, external customers, sponsors, and staff. Working to the Accounts Receivable Supervisor, the role holder will be responsible for invoicing and collection as well as allocation of tuition fees. The role holder will also maintain the accuracy of student and sponsor records in the College finance system and liaise with Registry and Student support teams about student related bursaries and fees.

The role holder will work closely with students, a range of external customers and sponsors, the Accounts Receivable Supervisor, the Financial Services Manager, the Registrar and a range of RCA budget holders and managers.

This role is part of the College's Financial Processing Team and may be required, on occasions, to support the Accounts Payable section of the team.

Accounts Receivable Assistant



Photo: Richard Haughton

Key responsibilities:

- Produce and issue invoices to the College's students and other customers using Agresso, the College's Finance system and Thesis, the Student record system.
- Set up payment plans on Agresso for students who have instalment plans.
- Process, upload and match payments received through various payment methods into the Finance system.
- Prepare and input student fee amendments to Agresso, discounts and funding etc.
- Produce and issue reminders to students and sponsors with overdue accounts.
- Process changes in the status of student e.g., leave of absence and withdrawals.
- Setup accounts, raise invoices and credit notes as required for customers.
- Deal with student, parent, and sponsor financial queries on invoices, in person and email.
- Process refunds for students in relation to overpaid tuition fees.
- Maintain and develop expert technical knowledge of Agresso Accounts receivable module and provide assistance and training to college users in the invoicing process.
- Ensure accurate cash receipts and refunds processing on Agresso and Thesis.
- Upload, post and match student and customer payments in the finance system, post journals and understand double entry.
- Keep the Accounts Receivable Supervisor informed at all times of debt collection activities and updates.
- Support the Accounts Receivable Supervisor with reconciliation and reporting of the Finance system with student database to agreed deadlines.
- Effectively communicate with various stakeholders, including the Finance Team, students, staff and external customers, and report back to the Accounts Receivable Supervisor as required.
- Provide Student support – both online and face to face appointments, across all sites.
- Support the Accounts payable function in Supplier setup and payment processing.
- Undertake any other duties requested by the Accounts Receivable Supervisor.

Person Specification

Essential Characteristics of the Post Holder

- AAT qualified or experience of working in an Accounts receivable function.
- Working knowledge of accounts receivable module of a finance system.
- Experience of month end and year end accounts receivable processes.
- Advanced excel skills (VLook ups, pivot tables).
- Excellent communication skills with the ability to communicate effectively with various stakeholders, including students, staff and external customers.
- Proven face-to-face customer service skills.
- Experience of debt collection with the confidence to deal with sensitive financial issues and keep appropriate individuals informed at all times.
- Ability to effectively report information and progress against activities at regular points and ad-hoc as required.
- Ability to work under pressure and meet tight deadlines.
- Provide high level customer service at all times.
- Knowledge and understanding of the Accounts Payable function.

Desirable

- Experience of working within a Higher Education Finance department.
- Knowledge of Agresso Accounts receivable and payable modules.
- Experience of using a student information system.
- Accounts Payable experience

Pay & Benefits

Additional Information:

- Salary (grade 5) working 5 days per week: £31,979 - £35,396 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 Assistant

Department: Finance

Grade: 5

Responsible to: Accounts Receivable Supervisor



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.