

## **JOB DESCRIPTION**

**Post:** Accounts Receivable Officer

**Department:** Finance

**Grade:** 7

**Responsible to:** Head of Financial Accounting

### **Background:**

The Royal College of Art is the world's most influential institution of university status devoted to the study of art, design, humanities and communication and has an international reputation for excellence in teaching, practice and research. The College has some 1,780 students following postgraduate courses and staff, both full and part-time, totalling approximately 400.

The College is currently located on two sites in Central London, in South Kensington and Battersea. The main campus in South Kensington includes among its neighbours the Royal College of Music, Imperial College London, the Victoria & Albert Museum, the Natural History Museum and the National Museum of Science and Industry. The completion and opening of the Dyson Building in 2012 has also seen the dramatic expansion of the Battersea Campus, which now hosts the School of Fine Art, as well as InnovationRCA, the knowledge exchange and commercialisation centre of the RCA. As the Battersea campus undergoes major development and grows in capacity, it is anticipated that it will host additional programmes.

The College boasts numerous eminent graduates and a remarkable record of graduate employment. Truly a leader in its field, its excellence in teaching and research has been consistently recognised as being of the highest standing. The REF 2014 results cemented the RCA's position as the UK's leading university of art and design, with its research gaining more 4\* ratings than any of its competitors. Crucially the College was rated 100% 4\* and 3\* in both impact and environment.

The College sustains a tradition of creative and intellectual excellence combined with a modern work culture that supports diversity, equal opportunity and work/life balance.

### **Purpose of Role:**

Operating within the Finance team, the Accounts Receivable Officer 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,

in particular, to the College's students. Working to the Head of Financial Accounting, 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 / sponsor records with the College finance system and liaison with Registry over student related bursaries and fees.

The RCA is currently implementing a new student information system to improve student fee collection processes and the role holder will be expected to transition between the existing system and the new system.

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

**Key responsibilities:**

- Organise, plan, issue and accurate invoices to the College's students, sponsors and other customers using Agresso, the College's Finance system.
- Plan and organise 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.
- Develop reconciliation processes for the new Student Information System and the Finance system.
- Manage and plan the process of uploading and matching student and customer payments in the finance system.
- 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 Head of Financial Accounting/Deputy Director of Finance as part of the monthly management accounts process.
- Manage and develop systems to collect receipts in the RCA's major exhibitions and events.
- 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.

- 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 Head of Financial Accounting informed at all times of debt collection activities and updates.
- Undertake any other duties requested by the Head of Financial Accounting.

## **Person Specification**

### **Essential**

- 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 effectively report financial information to senior stakeholders.
- Excellent customer service skills.
- Effective verbal and written communication skills with the confidence and diplomacy to deal with a range of external customers, staff and student.
- Able to deal tactfully when required.
- Proven face-to-face customer service skills.
- Ability to work in a team, work under pressure and meet tight deadlines.

### **Desirable**

- Experience of working within a Higher Education Finance department.
- Knowledge of Agresso accounts receivable module.
- Understanding of VAT in Higher Education.
- Experience of staff management.
- Experience of using a student information system.

### **Additional Information:**

- Salary: £35,542 - £38,585 per annum inclusive of London Allowance
- 35 hours per week, 9.30am to 5.30pm Monday to Friday with an hour each day for lunch
- 25 days annual leave per annum plus extended breaks at Christmas and Easter
- A contributory defined benefit pension scheme and interest free season ticket loan are available

- Successful candidates will be subject to checks of criminal records via the Disclosure and Barring Service

**April 2017**

## **PAY & BENEFITS**

### **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**

5 weeks' (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 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 sick pay**

Occupational sick pay after six 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.

### **Cycle to Work Scheme**

The Royal College of Art has signed up to the Cycle to Work Scheme – part of the government's Green Transport Initiative – which allows employees to make significant savings on purchasing new bikes and safety equipment.

**Childcare Vouchers**

The Royal College of Art enables staff to purchase childcare vouchers, through its partner Edenred, as a salary sacrifice scheme.

**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.