ST ALOYSIUS' COLLEGE

Job Title	Billing & Credit Control Officer
Reporting to	**Finance Manager**

Job Purpose

The Billing Officer is responsible for the effective management of the College's Accounts Receivable function, ensuring the accurate and timely billing, collection and reconciliation of all income streams.

The role encompasses tuition fees, wraparound care fees, school transport, trips and activities, examination fees, refectory income and other ancillary charges. The postholder will take ownership of the billing cycle from invoice generation through to collection and reconciliation, ensuring that income is collected promptly and in accordance with College procedures.

While the role includes responsibility for debt collection and account management, success in this position is dependent as much on excellent organisation, customer service and relationship management skills as on financial administration experience. The postholder will regularly deal with parents and guardians regarding sensitive financial matters and must be able to communicate professionally, confidently and constructively, even in challenging circumstances.

This is a key role within a small but busy Finance team and requires excellent organisational skills, attention to detail, strong communication skills and the confidence to deal professionally with sensitive financial matters. The postholder will uphold the ethos and values of the College while delivering a high standard of customer service.

Main Duties and Responsibilities

Billing and Accounts Receivable

- Take ownership of the College's billing processes, ensuring all invoices and fee bills are raised accurately and issued in accordance with published billing schedules.
- Produce termly tuition fee bills, monthly wraparound care invoices, annual examination fee invoices and any other ad hoc invoices as required.
- Ensure all billing records, supporting documentation and audit trails are complete, accurate and retained in accordance with College procedures.
- Investigate and resolve billing queries promptly and accurately.
- Maintain accurate records of all billing, collection and customer communication activity using the College's finance and case management systems, ensuring a complete audit trail of telephone calls, emails, payment arrangements and account actions is retained at all times.

Credit Control and Debt Management

- Monitor all outstanding balances and proactively pursue overdue debt in accordance with College policies and agreed procedures.

- Maintain accurate records of all collection activity, payment arrangements and communications with parents.
- Conduct sensitive but effective discussions with parents regarding overdue accounts and agreed repayment plans.
- Identify accounts requiring escalation and liaise with the Finance Manager, Director of Finance & Operations and external legal advisers where appropriate.
- Prepare regular aged debt reports and analysis for review by senior management.

Income Collection and Reconciliation

- Administer and maintain monthly Direct Debit collections, ensuring all files are submitted accurately and within required deadlines.
- Reconcile income received through bank transfers, card payments, ParentPay, childcare voucher providers and other collection methods.
- Investigate and resolve unreconciled items on a timely basis.
- Complete ledger reconciliations and other accounts receivable control procedures as required.

Reporting and Process Improvement

- Produce regular management information, reports and statistical analysis relating to billing, debt collection and income trends.
- Assist in forecasting fee income and cash collections where required.
- Identify opportunities to improve processes, controls, efficiency and customer service within the Accounts Receivable function.
- Support the implementation of new systems, procedures and reporting tools where appropriate.

General

- Assist with Financial Assistance administration as required.
- Provide support to the wider Finance team during peak periods and periods of absence.
- Undertake any other duties commensurate with the grade and responsibilities of the post.

Job Features

Planning and Organising

The postholder is responsible for managing a diverse Accounts Receivable workload with daily, monthly, termly and annual deadlines. The role requires effective prioritisation to ensure billing deadlines are met, collections are maintained and management information is produced accurately and on time. Significant periods of activity align with fee billing cycles and financial reporting deadlines.

Internal/External Relationships

Internal: Regular interaction with the Finance Manager, Director of Finance & Operations and wider Finance Team. Frequent liaison with academic and administrative departments regarding pupil charges, trips, transport services and other fee-related matters.

External: Regular contact with parents, childcare voucher providers, banks, payment service providers, debt recovery specialists and legal advisers. The postholder will be expected to maintain professional and constructive relationships while dealing with sensitive financial matters.

Decision Making

The postholder is expected to exercise judgement in the management of customer accounts, debt collection activity and the resolution of billing queries. Matters outside agreed policies, authority levels or established procedures should be escalated appropriately.

Problem Solving

The role requires the investigation and resolution of billing discrepancies, account queries, reconciliation issues and collection challenges. The postholder is expected to identify practical solutions and make recommendations for process improvements where appropriate.

Many enquiries and issues arise from individual family circumstances rather than technical accounting matters. The postholder will be expected to exercise sound judgement, empathy and professionalism whilst ensuring College procedures are followed consistently.

Other

This role requires exceptional levels of accuracy, attention to detail and discretion when handling confidential financial information.

The role requires an individual who combines strong administrative skills with the confidence and resilience to manage difficult conversations professionally. The postholder will frequently interact with parents regarding fees, payment arrangements and outstanding balances and must be able to remain calm, courteous and firm while representing the interests of the College.

This is a fully office-based position at St Aloysius' College, Garnethill.

Candidate Profile

Qualifications and Experience

Essential

- Educated to Higher level or equivalent experience
- Experience of working in an administrative / office environment

Desirable

- Previous experience of investigative work
- Previous experience of debt recovery in a similar environment
- Experience within an educational, charity, or not-for-profit environment
- Experience of supporting finance administration activities
- Experience of using systems such as Zendesk to manage enquiries, communications and case records.

Knowledge/Skills/Competencies

Essential

- Good working knowledge of Microsoft Excel and Microsoft Office applications
- High level of accuracy and attention to detail

- Strong organisational and time management skills
- Ability to work independently and manage workload effectively
- Excellent communication and interpersonal skills
- Strong customer service focus
- Ability to maintain confidentiality and handle sensitive information with discretion
- Ability to identify process improvements and drive efficiencies

Desirable

- Previous experience of investigative work
- Previous experience of debt recovery in a similar environment
- Knowledge of Scots Law in respect of debt
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The Person

Essential

- Must have a genuine passion for education and a commitment to promoting the ethos and values of the school.
- Resilient and confident when dealing with challenging conversations whilst maintaining a professional and customer-focused approach
- Able to apply College policies consistently and fairly whilst managing sensitive or emotive situations
- To meet our Safeguarding requirements, the College requires that all employees have the Right to Work in the UK, have 2 satisfactory references, and Enhanced Disclosure Scotland (PVG) clearance. The post holder must be able to provide the necessary information to allow the College to process these mandatory requirements