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| updated: | September 2023 |

**JOB DESCRIPTION**

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| Post title: | **Credit Control Administrator** | | |
| Academic Unit/Service: | Finance, Planning and Analytics | | |
| Faculty: | Professional Services | | |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: | 2b |
| \*ERE category: | n/a | | |
| Posts responsible to: | Team Leader | | |
| Posts responsible for: | none | | |
| Post base: | Mix of Home and Office-based | | |

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| Job purpose |
| You will support the credit control activities using the University’s financial systems (and IT packages to include Word, Excel and Outlook) to recovery debt for our commercial and student customers.  This will include talking with other departments to resolve issues on behalf of customers with debts whilst being aware of wellbeing and financial issues students may be facing.  You will also work alongside the Accounts Receivable team supporting them in busy periods.  Working with Student Fees and other teams within the Transactions area you will share knowledge and contribute to building a strong and cohesive hub. This will also give you an opportunity to develop and broaden your own skills. |

| Key accountabilities/primary responsibilities | | % Time |
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|  | Apply a good working knowledge of Credit Control   * to recover debts owed to the university. * be the first point of enquiry for our customers and liaise with all relevant parties to resolve and respond to the customer in a timely and professional manner. * receive, analyse, and correctly interpret information from multiple sources to make appropriate credit control decisions, or to make recommendations to your team leader. | 65% |
|  | Demonstrate both tenacity and empathy when collecting outstanding debt for the University and assess each case individually. | 10% |
|  | Support the Accounts Receivable Team in busy periods and assist with credit checks and raising invoices or credit notes. | 10% |
|  | Support your team leader to collate the data required for reporting. Provide support and guidance to other team members, and feel empowered to develop, and challenge, new ideas. | 5% |
|  | Assist with training colleagues and sharing your skills. | 5% |
|  | Any other duties as required by your line managers following consultation with the post holder. | 5% |

| Internal and external relationships |
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| Build strong relationships internally within the wider Finance Teams and with internal customers/end users.  Support external relationships with our customers. |

| Special Requirements |
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| Meticulous attention to detail.  Organised and conscientious.  Ability to listen and show empathy. |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | Skill level equivalent to be able to achieve NVQ2, GCSE or City and Guilds.  Able to demonstrate a sufficient knowledge of work systems and standard office IT packages including Outlook, Word and Excel.  Able to demonstrate a good knowledge of accounts receivable, ideally in a Higher Education context.  Able to produce clear, accurate and concise written documentation.  Previous working experience within an credit control role. |  | CV, certificates, references, interview, work experience |
| Expected Behaviours | Able to apply and actively promote equality, diversity and inclusion principles to the responsibilities of the role.  Demonstrate the Southampton Behaviours and work with colleagues to embed them as a way of working within the team. |  |  |
| Planning and organising | Able to effectively organise allocated work activities and assist in the effective organisation of non-standard tasks and events.  Able to multi-task effectively with excellent attention to detail.  Able to work well with minimum supervision and pro-actively raise issues or concerns with the line manager. |  | CV, references, interview, work experience |
| Problem solving and initiative | Able to independently solve a range of problems by responding to varying circumstances, whilst working within standard procedures.  Able to provide appropriate challenge where procedures and regulations have not been complied with, both internally and externally. |  | CV, references, interview, work experience |
| Management and teamwork | Able to contribute to team efficiency through sharing information and constructively supporting others.  Able to focus on allocated tasks and aware of service standards.  Able to effectively check the work of others, supporting changes to ensure required service standards and deadlines are met.  Able to adapt well to change and service improvements. Support colleagues in other work areas to achieve outcomes. |  | CV, references, interview, work experience |
| Communicating and influencing | Able to seek and clarify detail and build interpersonal relationships.  Experience of providing advice on procedures to colleagues and external stakeholders.  Able to demonstrate own duties to other colleagues as required.  Able to communicate in an appropriate manner to internal and external customers both verbally and in writing and providing excellent customer service.  Able to interface with relevant professional service departments in the University and colleagues within other faculties. |  | CV, references, interview, work experience |
| Other skills and behaviours | Meticulous attention to detail.  Methodical, organised and conscientious.  The ability to remain calm and clear-thinking under pressure.  Be able to listen and demonstrate empathy. |  | references, interview, work experience |

**JOB HAZARD ANALYSIS**

**Is this an office-based post?**

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| Yes | If this post is an office-based job with routine office hazards (e.g. use of VDU), no further information needs to be supplied. Do not complete the section below. |
| No | If this post is not office-based or has some hazards other than routine office (e.g. more than use of VDU) please complete the analysis below.  Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder. |

## - HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

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| **ENVIRONMENTAL EXPOSURES** | **Occasionally**  (<30% of time) | **Frequently**  (30-60% of time) | **Constantly**  (> 60% of time) |
| Outside work |  |  |  |
| Extremes of temperature (e.g. fridge/ furnace) |  |  |  |
| ## Potential for exposure to body fluids |  |  |  |
| ## Noise (greater than 80 dba - 8 hrs twa) |  |  |  |
| ## Exposure to hazardous substances (e.g. solvents, liquids, dust, fumes, biohazards). Specify below: |  |  |  |
| Frequent hand washing |  |  |  |
| Ionising radiation |  |  |  |
| **EQUIPMENT/TOOLS/MACHINES USED** | | | |
| ## Food handling |  |  |  |
| ## Driving university vehicles(e.g. car/van/LGV/PCV) |  |  |  |
| ## Use of latex gloves (prohibited unless specific clinical necessity) |  |  |  |
| ## Vibrating tools (e.g. strimmer, hammer drill, lawnmowers) |  |  |  |
| **PHYSICAL ABILITIES** | | | |
| Load manual handling |  |  |  |
| Repetitive crouching/kneeling/stooping |  |  |  |
| Repetitive pulling/pushing |  |  |  |
| Repetitive lifting |  |  |  |
| Standing for prolonged periods |  |  |  |
| Repetitive climbing (i.e steps, stools, ladders, stairs) |  |  |  |
| Fine motor grips (e.g. pipetting) |  |  |  |
| Gross motor grips |  |  |  |
| Repetitive reaching below shoulder height |  |  |  |
| Repetitive reaching at shoulder height |  |  |  |
| Repetitive reaching above shoulder height |  |  |  |
| **PSYCHOSOCIAL ISSUES** | | | |
| Face to face contact with public |  |  |  |
| Lone working |  |  |  |
| ## Shift work/night work/on call duties |  |  |  |