



1. Advert

Post Title: Accounts Receivable Finance Coordinator

Division: Finance

Hours: Full time - 36.5 hours with hybrid working and a requirement to be in the office a minimum of 2 days per week as part of a team. The Accounts Receivable office days are Monday and Tuesday. There will be a requirement for you to be in the office Monday to Friday for the first couple of weeks whilst you are given training. Requests for [flexible working](#) options will be considered (subject to business need).

Location: Brighton, United Kingdom

Contract: Permanent

Reference: 21598

Salary: starting at £24,533.00 to £27,979.00 per annum, pro rata if part time

Placed on: 18 September 2023

Closing date: 02 October 2023. Applications must be received by midnight of the closing date.

Expected interview date: To be confirmed.

Expected start date: As soon as possible.

About the role

- To provide an efficient and effective debt collection service by managing a portfolio of sponsor and commercial accounts.
- Reducing debt in accordance with department targets and key performance indicators and improving the University's cash flow.
- Liaising with internal and external contacts to resolve queries, disputes and recover funds.
- Working within a team, providing assistance to team members and working collaboratively with the wider Financial Operations team.

About you

This job is a hybrid role where currently you will be required to be in the office on a Monday and Tuesday working alongside the Accounts Receivable Team. You must be comfortable not only working as part of a team, but also working from home with your own portfolio of both commercial and student debts. You must be confident in being able to make and receive telephone calls both in an office environment and at home and be comfortable in using multiple systems to log calls, memo notes and emailing invoices and ad hoc letters.

About our Division

The Finance Division is led by the Director of Finance who reports directly to the Vice Chancellor. We employ some 80 staff who provide high quality financial and commercial services which support both the day to day running of our schools, services, and the development and delivery of the University's strategic aims.

Our staff work in partnership with academic, professional service colleagues, and students to understand their priorities and needs. We maintain efficient and effective services, systems, and processes, assist in identifying and exploiting commercial and strategic opportunities, manage financial risk and improve 'spending power' through negotiation of favourable commercial terms. We work hard to equip staff across the University with financial capability and confidence to ensure that the University makes the best use of resources for our students and research partners

Why work here...

Our University is situated just off of the A27, next to the beautiful South Downs where you will enjoy everything that our 150-acre campus has to offer. We are easily accessible by public transport; a 5-minute walk from the train station and bus stops within the campus. We have dedicated cycling paths and encourage our staff to cycle to work with our offering of a cycle to work scheme.

Sussex is a renowned, research-led International University and this is only possible because of the people that work here. Whether you are Faculty, Student, or a member of a Professional Services Team, it's our people that make us great and we want you to be part of that.

The benefits that you will receive from day one:

- Generous pension scheme: 12% total Pension Scheme (grades 1-6)
- Life insurance of up to 3 times your annual salary for any pension-enrolled employees.
- Purchase additional Annual Leave through our Scheme for a great home and work life balance
- Discounts of public transport, Cycle to work Scheme, and special rates in hotels in Brighton and the Sussex region.
- Discounts on high-street shops through our Rewards partner, along with a Cash back Health Plan.
- Considerable discount on our on-site Gym Facilities because we care about our employees' Health and Wellbeing.

Please contact Dawn Buck at d.buck@sussex.ac.uk for informal enquiries

For full details and how to apply see our [vacancies page](#)

The University of Sussex values the diversity of its staff and students, and we welcome applicants from all backgrounds.

Please note: The University requires that work undertaken for the University is performed from the UK.

2. Job Description and Person Specification

Job Description for the post of: Accounts Receivable Finance Coordinator

Department: Finance

Section/Unit/School: Accounts Receivable

Location: Sussex House

Grade: 4

Responsible to: Accounts Receivable Assistant Manager

Providing an efficient & effective debt collection service

- Responsibility for the debt recovery on a portfolio of accounts using collection processes via telephone, letter, and email to recover funds due to the University. Planning, prioritising, and organising workload to ensure that Key Performance Indicators and targets are achieved. Determining the most appropriate course of action required and the level of severity when payment is not received.
- Targeted reduction of outstanding debts in accordance with university policies, procedures, and key performance indicators.
- Conducting regular review meetings with commercial customers to discuss methods of billing, resolve invoicing queries and establish working relationships that will result in the payment of invoices on time and to terms.
- Systematic production of system generated debt letters to ensure that debtors are aware of outstanding liability and that all queries, complaints, and reasons for non-payment are resolved. Working within the team to ensure that tasks are subject to a Rota, work is allocated appropriately, and letters are issued to the timetable.
- Creation of bespoke letters to explain the University's position on a case to a debtor, resolving disputes and recovering overdue income.
- Make decisions on the appropriate course of action when dealing with debtors. In the case of student and ex-student debtors, considering the sensitive nature of some student situations, considering the University's duty of care, possible outcomes, likelihood of success and potentially adverse impact on the University's reputation if an inappropriate course of action is taken.

- Managing challenging situations where international students need assistance in understanding the payment process and English will not be their first language.
- Responsibility for resolution of queries received via telephone and email within defined timescales to minimize payment delay.
- Determine those situations where sponsors have not paid fees on behalf of students and notifying students of the impact of this. Transferring unpaid invoices from sponsor liability to student liability, confirming action with senior team members and ensuring that the appropriate notification to both sponsor and student is completed within agreed timelines.
- Retention and collation of accurate, valid documentation in relation to and in pursuance of overdue invoices.
- Conducting initial assessments of debtors to determine their ability to pay debts as a basis for any repayment plan.
- Arranging and administering repayment plans, seeking approval where appropriate, monitoring receipt and reviewing the suitability of plans regularly.
- Confirming written arrangements for the payment of debts.
- Recommending cases that should be forwarded to Collection Agents or Tracing Agents to recover monies due, preparation of case paperwork.
- Assessing and recommending cases to be submitted for legal action or write off, ensuring that documentation is provided to support the case.
- Processing refund requests.

Liaison with internal departments in order to manage student debt

- Regular contact with university departments such as Housing and Research Finance to resolve queries and disputes around student and commercial invoices.

Liaison with External Organizations

- Set up and administer BSMS student rent agreements, collecting payments in accordance with payment plans. Contacting BSMS students in the event of default and liaising with the Housing Department if a Notice to Quit is necessary.
- Liaising with student sponsors to resolve billing issues that may be impacting the payment of a significant number of students' fees. Dealing with sponsors where English will not be a first language and it will be necessary to communicate clearly.

Reporting, Analysis & Systems

- Analyse a portfolio of accounts and identify those accounts that require bespoke activities such as high-profile cases. Small balance debts that will require a specific approach. Accounts with aged credit balances that may be indicative of a process issue.
- To assist in the development of system processes, including systems testing, as required by the Head of Department.
- Maintenance of system information and related records, working with attention to detail and accuracy to maintain information which is covered under GDPR.
- Maintaining a computer-based diary notes system to record all communications in order that accurate records of all activity are maintained.

Processes & Procedures

- Ensure that payments are accurately allocated in accordance with defined timescales and procedures and that transactions and adjustments are made to accounts accurately.
- Provide input into projects and key tasks, working collaboratively to review processes and procedures, providing feedback to the Accounts Receivable Assistant Manager.

Providing support to the Financial Operations Team

- To carry out other duties as requested by the Accounts Receivable Assistant Manager.
- This job description sets out current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed.

Person Specification

ESSENTIAL CRITERIA

1. Able to operate within a cohesive team, providing effective, timely and frequent communication and interaction to help ensure deadlines and targets are achieved.
2. Excellent oral and written communication skills. An ability to deal with people calmly, courteously, and professionally.
3. Strong self - organizational skills, a pro-active approach, with an ability to prioritize and organize competing demands and achieve personal deadlines while maintaining accuracy.
4. An ability to prioritize competing demands in a high-volume environment, working accurately to deadlines and targets.
5. Able to work with a degree of personal initiative and to work without the need for constant supervision.
6. An ability to evaluate situations and make appropriate commercial decisions.
7. An ability to interpret and work with financial information, data, and systems.
8. A broad understanding of the principles of credit control, consumer and commercial debt collection, debt litigation processes and relevant processes for the collection of debt.
9. A working understanding of relevant external regulations, i.e., GDPR, Payment Card Industry Data Security Standards (PCI DSS).

DESIRABLE CRITERIA

1. Demonstrable current knowledge of the Higher Education sector and student support regulations.
2. Knowledge of the operation of Agresso Finance System or similar multiuser financial computer systems.

