

Accounts Receivable Supervisor

Job Ref: REQ240583

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

The Finance Office includes c.50 colleagues who deliver financial support to the University.

Teams within the department include Financial Accounts and Tax, Financial Planning and Analysis, Procurement and Financial Systems. The teams operate together to cover all aspects from transactional finance through to the development of the University's long-term financial plan and delivery of the £300m+ per annum revenue budget.

Job Description

Job Grade: Administrative Services Grade 5

Job Purpose: The Accounts Receivable team leads on debt collection for all University revenue streams, most notably Student, Research and Commercial. The Accounts Receivable Supervisor will manage a team of 3-4 Finance Support Officers, covering the Research and Commercial areas. They will support the Accounts Receivable Manager in the development and evolution of the collection strategy, play an active role in the more complex individual cases, engage with relevant stakeholders across the University and effectively manage the work of the team.

Job Duties

Team leadership (*The role will lead a team of 3-4 people*)

1. Prioritise and coordinate the workload of the team within a fast paced, high-volume environment. This will include working with the Accounts Receivable Manager to balance workload across the wider AR team, when necessary e.g. peak student debt collection periods
2. Motivate and support the team. Ensure clear understanding of the debt collection strategy, and latest position.
3. Develop and maintain excellent relationships, including colleagues within the wider Finance team and those within the key stakeholder groups; Research Finance and Commercial teams.
4. To take the lead with complex queries received by the team, using own knowledge and judgement to resolve or escalate matters.
5. Lead Performance Development Reviews for the team; ensuring development opportunities for colleagues and deal with performance issues where necessary.

Accounts Receivable

1. **Data** - maintain accurate and up to date electronic debtor data to ensure visibility of issues, an efficient team and prioritisation of issues.
2. **Processes** - ensure robust processes are maintained, evolving as necessary.
3. **Reporting** - produce and present accurate reports covering commercial debt profiles. Ensure the reports are designed to drive visibility and measure performance.
4. **Stakeholder management** - implement, and lead, regular meetings with the Research and Commercial areas, to ensure an aligned view of the latest position, resolution of issues and engagement/involvement where necessary.
5. **Debtor engagement** - engage with debtors, through a variety of communication channels, to help resolve invoicing queries and establish working relationships to secure the payment of overdue invoices.
6. **Debtor resolution** - discuss, agree, and implement payment arrangements with debtors where required.
7. **Compliance** - to ensure compliance with relevant University policies and procedures.
8. **External debt collection** – manage the interaction with our external debt collection agency, and subsequent legal action when necessary.

9. When required during peak periods, Assist and support students via email or over the telephone, providing consistent advice and excellent customer service. This will include accepting card payments over the phone or advising on alternative means of payment.

Points To Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Special Conditions

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

Organisational Responsibility

Reports to the Accounts Receivable Manager.

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	Significant experience in financial administration processing and procedures	1,3
	Experience of managing a team	1,3
	Experience of dealing with people in a variety of complex and difficult situations.	1,3
Skills and abilities	Ability to lead, delegate and inspire a team to provide consistently high-quality service	1,3
	Excellent analytical and problem-solving skills	1,3
	Ability to disseminate complex information clearly and 'trouble shoot' effectively in a busy environment	1,2,3
	Able to effectively communicate with a variety of audiences both verbally and in written format	1,2,3
	Microsoft Office skills particularly Excel, Outlook and Word	1,3
	Strong organisational skills with attention to detail.	1,3
	Ability to prioritise and handle high volumes of work and meet deadlines	1,3
	Experience of and ability to work within a confidential environment appropriately	1,3
	A willingness to undertake further training and to adopt to new procedures and processes	1
Other	Must present a professional image at all times	3

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working in a Higher Education setting	1,3
	Experience of working in a large and complex organisation	1,3
	Experience of Agresso / unit 4	1,3
Skills and abilities	Knowledge of latest technology in transaction processing	1,3
	Understanding and knowledge of relevant legislation e.g. Data Protection Act, Freedom of Information etc.	1,3
	Fundamental understanding of business process improvement	1,3
Qualifications	Qualified or Part Qualified Accountancy qualification (ACCA/CIMA/ACA/AAT)	1

Conditions of Service

The appointment will be subject to the University's Terms and Conditions of Employment for STAFF GRADES 1-5, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which can be found [here](#).

The University offers a wide range of employee benefits which can be found [here](#).

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>)

In addition, the University is supportive, wherever possible, of flexible working arrangements.

We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>