

### Job Description

<b>Job Title:</b>	<b>Group Credit Controller</b>
<b>Hours of Work:</b>	
<b>Department:</b>	<b>Finance</b>
<b>Job Grade:</b>	<b>5</b>
<b>Accountable to:</b>	<b>Financial Controller and Group Director of Finance</b>
<b>Number of direct reports:</b>	<b>No direct reports</b>
<b>Budgetary responsibility:</b>	
<b>Location:</b>	<b>Stowe School</b>
<b>Purpose of the role:</b>	To solely provide an outstanding customer service for new and current parents, by ensuring invoices are accurate and as per billing instructions, as well as provide support and documentation to parents, bill payers and debt collection agency, especially when accounts become overdue. To produce reports and updates to the Financial Controller and Group Director of Finance within deadlines specified.

#### The Stowe Group

The Stowe Group of schools (Stowe, Swanbourne House and Winchester House) was created in January 2021 and is situated on three separate sites in Buckinghamshire and Northamptonshire. Across the three schools, The Stowe Group offers education for boys and girls from 3-18 years. Within The Stowe Group there are more than 1,500 pupils and 850 colleagues. The Schools occupy sites of historical significance in Swanbourne, the market town of Brackley and the world-famous landscape gardens at Stowe, where we work with The National Trust to manage 880 acres and open the grounds to over 200,000 visitors a year. Stowe House is open to the public during the School holidays and for guided tours during term time. The Stowe Group is committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment. In 2021, The Stowe Group launched its transformational and substantive Change Makers vision and Change 100 programme.

#### Vision & Ethos

We are Change Makers

Stowe stands in the most sublime setting of any school in the world. Historic buildings, landscaped gardens and the very spirit of the Enlightenment sit at the heart of its founding. But, as this remarkable landmark enters its second century as a leading public school, we believe that beauty and tradition are not enough: our future vision for the School embraces change, uncertainty and the challenges that will face our pupils not just during their academic careers, but throughout the rest of their lives in a world which is increasingly complex and ambiguous. Within that volatile environment we see our pupils and staff as Change Makers. They will make a lasting impact not only while they are here at Stowe, but, perhaps more importantly, in the wider world. The history of this place, both as a stately home and as a pioneering school remains important to our mission of education, and at the heart of a Stowe education remains intellectual enquiry, academic curiosity and a love of learning. We strive for a balance of rights and responsibilities, equality and inclusion and to treat each pupil and member of staff as an individual. Our vision is inspired by a history of progressive thinking, and has been developed through collaboration with our pupils, parents,

teachers, support staff, governors and alumni. Yes, we teach pupils how to excel in exams, but we also teach them how to collaborate, how to solve problems and how to think critically. Stowe is educating a generation of Change Makers ready to transform the world.

The Group's talented and committed workforce is one of our greatest strengths. We are committed to fostering team engagement, attracting, mentoring, developing and retaining our best teachers and support staff. We focus on employee wellbeing, provide opportunities for professional growth and we create a culture of community and partnership.

#### Key Responsibilities and Accountabilities:

- To ensure bill payer information within the pupil billing system is complete and up to date, to ensure invoices are accurate, reconciled and distributed within the deadlines specified.
- To support stakeholders as and when required with invoice and payment queries.
- To debt chase bill payers within the parameters of the terms and conditions and communicate/escalate to the Group Director of Finance as required and requested.

#### Key Tasks:

##### 1 Pupil Billing:

- Ensuring completeness of pupil billing, which includes the maintenance of bill payers' financial data, checking and uploading the termly invoices (with covering e-mail) to the parent portal and any other information required to parents and bill payers within the deadlines specified.
- Provide additional support when onboarding new parents/bill payers and guide them through the billing process, especially in terms of payment methods etc.
- Provide support to overseas parents and agencies with Visa applications and paying a year's fees upfront (Pro forma).
- Liaise with the Admissions department, Scholarship and Bursary administrator and Finance to ensure pupils are being invoiced as per enrolment or authorised data changes.
- Calculate and process invoices and credit notes (accounting for VAT) on the accounting system between the termly bill run.

##### 2 Credit Control:

- Ensure the School is following the Direct Debit guidance and best practice procedures. Reconcile Direct Debit instructions with the Customer account balance to ensure accuracy before initiation and ensure instructions are sent as communicated to bill payers.
- Ensure the School is accounting for Fees received in advance on the invoices accurately.
- Liaise with parents over fee queries, payment difficulties and direct debit queries.
- Perform debt collection duties for the Group, until support or agreements are needed from the Group Director of Finance or escalated to a debt collection agency.
- Liaise with Pupil extras on any disputes over extras that have been charged.

- Ensure the control debtors account always equals the memo accounts and that payments etc are allocated accurately to invoices and credit notes in a timely manner.

**3 Reporting:**

- Continuous reconciliation of pupil numbers to support end of term financial reporting and facilitate reports on pupil numbers, average pupil numbers and total fees for each term.
- Calculate termly interest on overdue accounts and upload these values to the invoices with specified deadlines.
- Maintain a report of debt prior to current bill run (overdue), split between current and left bill payers and record funds received. This report facilitates the bad debt provision.
- Reconcile Deposits held to the finance accounting system, to ensure accuracy. Ensure Deposits are either returned (on invoice or bank transfer) or written off within the deadlines specified.

**4 Other Duties:**

- The research and co-ordination of information as required.
- To ensure adherence to statutory Health and Safety and Data Protection Legislation at all times.

**Person Specification:** The selection of candidates for short-listing will be based on this specification and candidates should bear this in mind when preparing their application and completing the application form

Attributes	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> <li>• Educated to A level</li> </ul>	
Specialist Skills and Experience	<ul style="list-style-type: none"> <li>• Basic IT skills (word, excel and internet)</li> </ul>	<ul style="list-style-type: none"> <li>• Basic accounting background</li> </ul>
Personal Qualities	<ul style="list-style-type: none"> <li>• Good organisational and time management skills</li> <li>• Able to work under pressure and to deadlines</li> <li>• Good interpersonal skills · Capable of taking responsibility for own work and able to work as part of a team</li> <li>• Eye for detail</li> <li>• Able and willing to take on new tasks at short notice, showing initiative to solve problems</li> </ul>	<ul style="list-style-type: none"> <li>• Several years' experience of debt collection</li> </ul>

This job description and Person Specification reflects the present requirements of the post and as duties and responsibilities change/develop, the job description will be reviewed and be subject to amendment in consultation with the post holder

Date Agreed: November 2024

Our Values



Value scales:

This value is the least important to the role	This value has some significance to the role	This value is desirable to the role but not essential	This value is important to the role	This value is essential to the role
1	2	3	4	5

In the role of Group Credit Controller we are looking for Change Makers who are (please highlight as appropriate):

Professional:	1	2	3	4	5
Creative Problem Solvers:	1	2	3	4	5
Kind:	1	2	3	4	5
Flexible:	1	2	3	4	5
Collaborative:	1	2	3	4	5
Communicator:	1	2	3	4	5