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| **Job Title** | Senior Income Officer |
| **School / Service** | Financial Services |
| **Grade and Salary Range** | E grade, starting from £37,287 per annum inclusive of London Weighting |
| **Location and Hybrid working status** | Docklands/Stratford |
| **Reporting to** | Income Manager, Head of Income and Credit Control |
| **Liaison with** | Academic Registry staff, School Administrators, academic staff, professional services staff, external companies, and agencies |
| **Contract type** | Permanent, full-time |

Build your career, follow your passion, be inspired by our environment of success **#BeTheChange**

**THE UNIVERSITY OF EAST LONDON**

If you are seeking a career that combines innovative education with a passion for crafting positive change, look no further than the University of East London. Founded in 1898 to meet the skills needs of the 2nd industrial revolution, we’re now in Year 5 of our ground-breaking 10-year Vision 2028 strategic plan, orchestrated by our Vice-Chancellor and President, Professor Amanda Broderick.

Our goal is to advance industry 5.0 careers-first education and provide a clear path to the jobs and opportunities of the future. We are committed to driving diversity in the 5.0 talent pipeline, working in partnership to promote talent wherever it is found and creating a sustainable, inclusive, and green future.

But we can't achieve this goal alone. We need forward-thinking, innovative, and curious individuals like you to join our community and help us shape the future. As part of our team, you'll have the opportunity to work with a diverse range of people who share your passion for generating positive change. We’re an inclusive and welcoming community that is constantly moving forward, never satisfied with the status quo.

If you're ready to join a team that values your outstanding skills and perspectives and is dedicated to making a difference, we invite you to explore a career with us. We are excited to welcome versatile individuals who are committed to advancing their careers while making a positive impact on the world.

**JOB PURPOSE**

To supervise the Income and Credit Control team, under the guidance of the Head, to efficiently and effectively collect income owed to the university. To work with other student services and specialist teams to make sure that the credit control team are able to provide an effective, supportive front facing service.

**KEY DUTIES AND RESPONSIBILITIES**

* To supervise the day-to-day activities of the Income and Credit Control team members and lead collections processes as determined by the Head of Income and Credit Control.
* To draft the weekly Income and Credit Control team rota and ensure cover is provided for daily rota duties and service provision at Docklands and Stratford (as required).
* To provide instruction, support, and guidance to Income and Credit Control team members, identifying and keeping the Head of Income and Credit Control updated of any areas of concern or areas in which we can make improvement/changes.
* To supervise Income and Credit Control team members, oversee and manage the Income and Credit Control service provision at enrolment centres and be a senior contact for colleagues during enrolment periods.
* To assist with the training, development, and monitoring of new and existing team members, making sure they are all kept up to date with new/revised policies, procedures, and processes.
* To deputise for the Income Manager in their absence.
* To annually appraise Income and Credit Control team members as determined by the Head of Service and agree personal and stretch objectives.
* To develop a good understanding of the work of the specialist teams in order provide effective advice and assistance to solve problems.
* To provide accurate information on UEL fee payment policies and collections processes.
* To be a senior contact for staff and schools to refer areas of concern to, and to seek guidance and/or keep Head of Income and Credit Control informed and made aware of any review or action required.
* To represent the Head of Income and Credit Control, and Income and Credit Control at senior level meetings and staff presentations when required.
* To have a knowledge of finance databases, to be able to prepare ad hoc reports as determined by the Head of Income and Credit Control.
* To check, prepare and pass debts to the debt recovery solicitors for pre legal action. Identifying cases where debt recovery action may not be the most appropriate/cost effective action.
* To assist Head of Income and Credit Control in providing responses to official complaints and court defence statements.
* In the absence of and to assist the Income Manager, to process debit/credit card refunds and process card payment charge backs as per agreed procedures.

**PERSONAL SPECIFICATION**

**KNOWLEDGE, SKILLS, AND EXPERIENCE**

**Essential**

* Recent experience in a Supervising Credit Control role
* Experience of invoicing and collections in a consumer and business customer environment
* Experience of working in a FE/HE environment
* Experience of dealing with difficult situations to achieve an agreeable resolution/outcome
* Experience of working to deadlines and delivering targets
* Knowledge of current student finance and tuition fee loan processes
* Ability to work under pressure including supervising staff and service provision during critical periods at Enrolment Centres
* Good computer literacy skills, including Microsoft applications
* Use of computerised student information systems, i.e., SITS
* Use of finance and payments systems, e.g., Agresso, WPM, and RCP

**COMPETENCIES REQUIRED**

**Communication:**

* Excellent verbal and written communication skills with the ability to communicate information to suit the needs of different audiences

**Service Delivery:**

* Experience of service provision to meet customers’ expectations, as well as identifying ways of improving services and their delivery

**Initiative and Problem Solving:**

* Experience of using initiative and creativity to resolve problems and identifying practical and suitable solutions

**Liaison and Networking:**

* Experience of working across team boundaries to strengthen working relationships and participating in networks to pursue a shared interest

**Other Essential Criteria:**

* Commitment to and understand equal opportunities issues within a diverse and multicultural environment

**EDUCATION, QUALIFICATIONS AND ACHIEVEMENTS**

**Desirable**

* Professional qualification in Credit Management

UEL is an inclusive equal opportunities employer and are proud of our Equality, Diversity and Inclusivity achievements. We expect all employees of UEL to accept our EDI policy and will not tolerate discrimination in any form. As an employee of UEL, we expect you to follow all relevant Health & Safety policies.

So, if you’d like to take your career to the next level with us here at the University of East London and are passionate about our environment and commit to success, we want you to apply today!