

Job Description

Job title	Credit Controller
School / department	Finance Department
Grade	5
Line manager	Deputy Income Manager
Responsible for (direct reports)	
Date of creation or review	23/02/2026

Main purpose of the job

This role has responsibility to the Deputy Income Manager for the prompt collection of Student tuition fee / SLC / Commercial debt within budgeted time scale. In addition, the role provides advice and guidance to students and staff regarding the financial regulations.

Key areas of responsibility

Collect tuition fee debt using the University's credit control processes and procedures this will include:

- Identify and record how all students whose fees are payable.
- Investigate and action where appropriate student refunds.
- Negotiate payment of tuition fees face to face and via phone / post.
- Liaise closely with Student Loan Company (SLC) to obtain payment of fees, attending SLC forums when appropriate
- Contact defaulters by phone.
- Personal interviews with students who have defaulted.
- Confirm all SLC returns are completed in a timely manner
- Issue of county court summons when required.
- Update and maintaining the sales ledger.
- Reconcile of unallocated items on the sales ledger.
- Action requests for refunds received via letter/ telephone.
- Adhere to all of the University's procedures and policies.
- Strictly adhere to the Financial Policies of the University when handling invoices and such documents
- Responsible for ensuring your reporting manager is aware of your staff development needs in line with the knowledge and skill requirements of this post.
- Participate in the University's enrolment sessions day/ evenings.

The role requires use and understanding of SITS system / Ble Que.

In addition to the above areas of responsibility the position maybe required to undertake any other reasonable duties relating to the broad scope of the position.

Person Specification

	Essential Criteria	Desirable ¹	Demonstrated ²		
			Applica tion	Interview	Test / Exercise
Qualifications and/or membership of prof. bodies	Educated to degree level or levels or equivalent credit control experience preferably in HE.	Essential	X	X	
	Business / Accountancy qualification ICM membership.	Desirable	x	x	
Knowledge and experience	Strong understanding of manual and computerised accountancy systems and Principals (Sits System / Blue Que)	Essential	x	x	
	Competent use of and understanding of Microsoft Office packages.	Essential	x	x	
	Experience of working in high volume environments.	Essential	x	x	
	Experienced in sales ledger maintenance	Essential	x	x	
Specific skills to the job	Able to perform reconciliations of high-volume accounts.	Essential	x	x	
	Excellent customer service skills.	Essential	x	x	
	Excellent attention to detail.	Essential	x	x	
General skills	Able to communicate effectively with a wide range of contacts, at all levels, both within and outside the University.	Essential	x	x	
	Able to set and meet challenging deadlines, and balance conflicting workloads	Essential	x	x	
	Able to work well as part of a team.	Essential	x	x	
	Able to prioritise their own workload.	Essential	x	x	

Disclosure and Barring Scheme Is a DBS Check required: No **DBS** (This post does not require a DBS check)

Before making a selection, please refer to the University's [Disclosure and Barring Checks Guidance for Staff](#) and [Criminal Convictions, Disclosures and Barring Staff Policy and Procedure](#). If a DBS check is required for the role, a **Check Approval Form** will need to be completed.

¹**Essential Criteria** are those, without which, a candidate would not be able to do the job. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the shortlisting stage.

Desirable Criteria are those that would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements, to determine which applicants to shortlist.

²**Demonstration:** Select the Recruitment Process stage at which the candidates will have to demonstrate that they meet the criteria. Criteria which have to be demonstrated at application stage should be mentioned in the Recruitment Information Pack as Pre-Selection/Killer Questions, Shortlisting Questions or Shortlisting Criteria. Other criteria should be evaluated and tested at interview stage (e.g. through interview questions) or through additional tests, exercises or presentations. Criteria can (and should) be demonstrated at multiple stages.