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| Job Description |  |

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| Job Title | Senior Credit Controller |
| **Department** | Finance |
| **Responsible To** | Senior Financial Accountant |
| **Responsible For** | N/A |
| **Grade** | Six |
| **Location** | UHI House, Inverness |
| Job Objective | |
| To oversee and manage the Credit Control function, ensuring that customer accounts are managed and maintained, reducing the risk of bad debts and optimising cash flow. | |
| Key Duties & Responsibilities | |
| * Supervise and lead the credit control function, ensuring efficient and effective operation. * Take the lead on debt recovery efforts, whether through negotiation, payment plans, or formal collection actions. Adopt ownership of aged debt and overdue accounts, ensuring timely resolution and collection. * Develop and implement effective strategies and policies to improve cash flow by reducing debt collection cycle time and minimising bad debts. * Provide regular reports to management regarding outstanding accounts, trends in customer (both student and commercial) payments, and assist in cash flow projections. * Collaborate with Academic and Commercial teams to resolve any disputes affecting payments. Providing advice and support to resolve queries and ensure best practice, in accordance with University Regulations & Procedures * Establish strong relationships with key customers to facilitate collections and prevent disputes * Take appropriate action on escalated collections issues, including legal or third-party intervention when required. * Provide excellent customer service while ensuring the enforcement of payment terms, including monitoring adherence to agreed payment plans.   Continued… | |
| * Liaise with Student Support teams across the partnership to ensure appropriate support is in place for students with financial hardship. * Assist in the maintenance, review and documentation of financial processes and procedures to ensure financial control is maintained. * Stay up up-to-date with industry regulations and best practice to ensure compliance. * Provide cover for other finance staff as required. * Work flexibly and efficiently to maintain the highest standards and to promote and implement policies of the company. * To participate in the UHI Executive Office’s Performance and Development Review Procedure. * To take due care of yourself and others in respect of Health & Safety. * To attend training courses that may be identified as necessary by your Line Manager. * Such other duties temporarily or on a continuing basis, as may reasonably be required, commensurate with your grade.   **General duties**   * To participate in the university’s performance and development review procedure. * To take due care of yourself and others in respect of health and safety. * To attend training courses that may be identified as necessary by your line manager. * Such other duties temporarily or on a continuing basis, as may reasonably be required, commensurate with your grade. * Contribute to UHI's climate, biodiversity, and sustainability goals, including net-zero by 2040. | |
| This is a description of the job as it is presently constituted. It is normal practice to periodically review job descriptions to ensure that they are relevant to the job currently being performed, and to incorporate any changes which have occurred or are being proposed. The review process is carried out jointly by the line manager and employee and you are therefore expected to participate fully in such discussions. In all cases, it is UHI’s aim to reach agreement to reasonable changes, but where it is not possible to reach agreement UHI reserves the right to make reasonable changes to your job description which are commensurate with your grade after consultation with you.  Date: Feb2025 | |