

Job Description

1. **Job Title:** Billing Assistant and Credit Controller
2. **Responsible to:** Accounts Manager
3. **Overview:** The role will manage all billing activities to ensure that charges are accurately detailed and recorded, including fee remissions and additional pupil charges. They will respond to billing enquiries from parents efficiently and deal with credit control issues in a timely manner, including agreeing payment plans and managing debtors.

4. Duties and Responsibilities:

- Maintenance of the fee billing platform on the Charity's MIS
- Loading of extras onto fee billing system via pupil charge sheets
- Ensuring all fee remission is entered correctly
- Preparing termly invoices for all parents
- Resolving all billing queries from parents in a timely manner
- Updating the finance system with invoices once produced
- Sending letters to parents should a direct debit payment be returned
- Ensuring all parents pay school invoices in a timely manner by sending relevant letters to parents should fees remain outstanding.
- Discuss and monitor payment plans with parents where necessary
- Escalate non-payers to the accounts manager in a timely manner
- Raising ad hoc sales invoices including from the facilities team for lets and chasing payment

5. Safeguarding duties

- The post holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom they are responsible, or with whom they come into contact will be to adhere to and ensure compliance with the School's Safeguarding and Child Protection Policy Statement and staff code of conduct at all times.
- The post holder will be engaging in regulated activity. There are particular safeguarding issues requiring attention for this post
- In this particular post, there is unlikely to be a large amount of contact with pupils but there are connected responsibilities, including site security, sensitive handling of data, and professionalism. However, the responsibility remains to be aware of safeguarding procedures and occasional need to operate safely with pupils and in adherence to the policy and code of conduct.
- If in the course of carrying out the duties of the post the post holder becomes aware of any actual or potential risks to the safety or welfare of children in the School they must report any concerns to the School's Designated Safeguarding Lead or, if they are the School's DSL, to the Headmaster and relevant agencies.

6. Skills Required:

- Previous credit control experience
- Basic knowledge of VAT rules
- Confident in handling difficult conversations with parents
- Methodical and organised
- Proactive with a willingness to improve systems

7. Terms and Conditions:

Salary: £27,000 p.a. pro-rata.

Hours of Work: The position is advertised as a job share arrangement. Hours are flexible.

Holiday: 5 weeks plus bank holidays (pro-rata).

Pension Scheme: Employer contribution of 5% to Stakeholder Pension Scheme.

Life Assurance: 3 times annual gross salary.

Additional Benefits:

- Free lunch in College Dining Room during work hours
- Annual pay review in September
- Access to College sports facilities
- Free tickets to College productions
- Discounts at local businesses
- Employee Assistance Programme

8. Application Process:

To apply, please visit <https://www.eastbourne-college.co.uk/contact/eastbourne-college-vacancies/> and click the 'Apply Now' button to complete the mandatory application form. An up-to-date CV and covering letter may be uploaded with this online application form.

The closing date for applications: **Friday 23 May 2025**

For further information please contact Human Resources Department by email: hr@eastbourne-college.co.uk or tel: 01323 452288.

9. Safeguarding and Equal Opportunity Statements

Eastbourne College (Incorporated) is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The appointment is subject to an enhanced DBS check, pre-employment medical questionnaire and positive references.

The post is exempt from the Rehabilitation of Offenders Act 1974 and the Charity is therefore permitted to ask job applicants to declare all convictions and cautions (including those which are "spent" unless they are "protected" under the DBS filtering rules) in order to assess their suitability to work with children.

Eastbourne College (Incorporated) welcomes applications from all sectors of the community as we aspire to attract staff that match the social and cultural diversity of our pupil intake. We consider the most important factor to be the right skills, abilities and attitude for the job which will ultimately improve the wellbeing and education of the pupils.