

Billing Manager

Job Description	
The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.	
Summary of the role:	Job Title: Billing Manager Department: HTO Location: Pilgrim Centre, Brickhill Drive, Bedford Job Purpose: Responsibility for ensuring a timely accurate billing process, debt collection, and the distribution of appropriate management information. To be responsible for the continuous improvement of the fees billing system. To deliver an effective and efficient service to the Harpur Trust schools. To collaborate with the schools to provide a high level of customer service to parents. Reporting Line: Head of Finance Operations Hours: 37 per week, but the post holder will be required to work as necessary to complete the job (subject to the Working Time Regulations 1998).
Line management responsibility for:	Fees Finance Assistant (cashbook) and Fees Finance Assistant (credit control) • Monitor and support performance. • Conduct annual reviews and identify any development/training requirements.
Main duties and responsibilities:	This job description does not form part of the contract of employment and may be varied in accordance with the demands of the appointment. Responsibility for the oversight of the full cycle of school fees billing: • To produce termly and interim customer invoices in an accurate and timely manner. • To be accountable for and manage strong internal controls and processes for all billing activities including correct VAT handling. • To ensure that collections of bills are conducted in accordance with the direct debit guarantee and the Harpur Trust parent contract.

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- Extraction of the fees and cashbook data from the fees billing system for import into the Finance System including the monthly reconciliation of fees related control accounts.

Responsibility for managing the credit control function for school fees billing:

- To implement and action the arrears procedure to ensure that fees are paid in a timely manner and in accordance with the parental contract, consumer credit legislation, and account management policy.
- To initiate communications with payers to keep fee account payments up to date. To develop clear and open relationships with payers to discuss financial difficulties and to be able to provide guidance on fee-related matters.
- To convey our responsibility and ethos regarding overdue accounts to payers and to key staff members. To ensure that we are fair and consistent in all matters relating to debt management.
- To provide detailed debtors reports to schools in accordance with the account management policy.

To work with Head of Finance Operations to oversee bad debt legal and solicitors' cases:

- To ensure prompt resolution of bad debts.
- To monitor and issue regular reports on solicitor cases.
- To negotiate settlement terms following proposals.
- Occasional attendance in court to represent Harpur Trust or School.

Responsible for the continuous improvement of the fees collection service and customer satisfaction including:

- To engage with schools' finance and admissions teams on all matters relating to fees
- To ensure that customer queries are always responded to accurately and promptly.
- To continuously investigate ways to maintain a high level of customer service and to exceed customer expectations.
- To work with Head of Finance Operations to support the Trust's Senior Leadership Team and advise on fees issues.
- To develop and keep updated fee billing procedures.
- Ad-hoc project work that may arise.

Responsible for the accurate and timely posting of the Harpur Trust bank accounts:

- Ensure all cashbook items are input into the system in an accurate and timely manner and in accordance with the Trust policies and processes.
- Continuous review of income postings to ensure efficient use of systems and VAT accuracy.
- Ensure bank reconciliations are performed to an agreed timetable.

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To work with Bursaries and Database Manager to maintain the integrity and accuracy of the fees billing system (iSAMS) from a billing perspective. To protect the integrity of iFINANCE and direct debit collections. including:

- To have an excellent understanding of the school's pupil management billing system functionality and Harpur Trust contact changes guidelines.
- Liaison with schools to uphold integrity of pupil records and to ensure that iSAMS guidance notes are being followed.
- Code maintenance, upholding approval process, and VAT status.
- Maintaining an effective working relationship with the software provider.
- Monitoring automatic upgrades
- Applying annual fee increases and any other internal system housekeeping as required.
- Work with the Head of Finance Operations and Bursaries and Database Manager to plan and implement data management improvements.
- To take responsibility for iFINANCE the Harpur Trusts fee billing sales ledger system, ensuring accurate processing, reconciliation, Reporting, and compliance with financial procedures.

Oversight and support to schools for payment facilities relating to pupil and parent payments:

- To maintain details of school card facilities, consult with providers to maintain competitive rates and monitor costs.
- To ensure all card facilities used by the Harpur Trust and the schools have annual PCI compliance.
- To support the schools with other payment providers such as Wisepay.

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- Ad-hoc project work that may arise.

Work with Head of Finance Operations and Bursaries and Database Manager to coordinate contract reviews and oversee amendments. To provide knowledge to schools regarding the parent contract.

To provide assistance and support to the wider finance team during peak points and holiday periods, ensuring a high level of customer care.



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You may also be required to undertake such other comparable duties as the Trust requires from time to time.

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Person Specification			
The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.			
	Essential These are qualities without which the Applicant could not be appointed	Desirable These are extra qualities which can be used to choose between applicants who meet all the essential criteria	Method of assessment
Qualifications	Educated to at least grade C in Maths and English (GCSE level or equivalent)		<i>App form</i>
Experience:	Demonstrable credit control experience Demonstrable bulk billing experience Demonstrable line management experience.	Experience of the Education sector (preferably independent education)	<i>App form & interview</i> <i>App form & interview</i>
Skills	Ability to work effectively on own initiative but also as part of a team Excellent written and spoken English with the ability to articulate and communicate clearly in a professional manner Excellent interpersonal skills including the ability to relate well to people at all levels Excellent IT and organisational skills, with the ability to remain calm under pressure and work to tight deadlines. Ability to pay attention to detail and maintain a high level of accuracy Flexible approach to working as part of a small team Excellent Customer Service Skills		<i>App form & interview</i> <i>Practical task</i> <i>App form & interview</i> <i>App form & interview</i> <i>App form & interview</i> <i>App form & interview</i> <i>App form & interview</i>

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Knowledge	Fully proficient in Microsoft Word and Excel.	Experience of financial databases	<i>App form & interview</i>
Personal competencies and qualities	Proactive with the ability to recognise and understand the needs of others and supportive of change		<i>App form & interview</i>
	A strong team player able to work collaboratively with others towards a common goal		<i>App form & interview</i>
	A commitment to high standards and a desire to improve, for the broader benefit of the whole organisation.		<i>App form & interview</i>
	Customer Service Focused		