



APPLICATION FOR THE POST OF

Debt Recovery Officer

JOB DESCRIPTION

Join our Finance team as a Debt Recovery Officer and play a pivotal role in maintaining the financial health of our institution while providing exceptional service to our stakeholders.

This is a full-time role, but we are open to considering part-time applicants who meet the required person specification. If you are passionate about helping ensure the financial sustainability of a high-quality educational institution and have the necessary expertise, we would love to hear from you.

We are seeking an experienced and diligent Debt Recovery Officer to join our team. This is an excellent opportunity for someone with a strong background in debt collections, preferably within the independent education sector.

Who we are

St Joseph's College is an independent school with Christian values that gives students space to thrive. Being part of the St Joseph's community is a once-in-a-lifetime experience. We provide a stable foundation for students and take happiness very seriously.

At St Jo's, we support the intellectual, spiritual, physical, and emotional growth of every pupil. We firmly believe that children who thrive are the happiest of all, creating an environment that is inspirational for both staff and students.

RESPONSIBLE TO:

The Head of Finance

CONTRACT:

Fixed Term Contract (up to 1 year)

JOB PURPOSE:

The Debt Recovery Officer will be responsible for managing and collecting outstanding school fees from parents, guardians, and other payees in a professional and efficient manner. The role includes maintaining accurate records, processing payments, and liaising with families to resolve any issues or queries regarding late payment of fees.

Key Responsibilities:

Identifying Overdue Accounts:

- Produce a default list (Aged Debt)
- Initiate standard reminders adhering to a strict timetable.

Correspondence Handling:

- Draft and send non-standard letters and emails related to arrears, disputes, and queries.
- Process debit/credit card payments for accounts severely in arrears.
- Take cases as required through to a legal conclusion

Communication, Reporting and Record-Keeping:

- Communicate with late payers via letter, email, and telephone.

- Monitor overdue payments, follow up with families as required, and maintain appropriate records of communications.
- Maintain up-to-date records for accounts on the school's MIS
- Prepare regular reports on fee collections status for the Finance Manager and senior leadership team.

Customer Service Excellence:

- Handle general inquiries by telephone, email, and letter about fee-related matters.
- Address prospective parents and handle general customer service questions.

Collaboration and Communication:

- Liaise with school staff regarding potential exclusion of pupils due to arrears.
- Collaborate with other Departments within the School on any fee-related issues.
- Keep an up-to-date and ongoing arrears list

Meetings and Compliance:

- Attend debtor meetings with the Head of Finance and the Principal and any other necessary meetings.
- Adhere to Data Protection requirements.

Adaptability:

- Assist the Finance Manager with other financial administrative tasks as required, including reconciliation of fee payments and assisting with audits.

PERSON SPECIFICATION

- Previous experience of working in finance, fee collections or debt recovery, preferably within an independent school setting or similar environment.
- Knowledge of the school's fee structures and policies desirable
- Excellent communication skills, both written and verbal, with the ability to interact professionally with parents and staff
- Ability to work proactively and use own initiative
- Strong organisational skills and time-management skills with the ability to effectively prioritise workload.
- Ability to take ownership and successfully complete tasks within challenging timeframes
- Possess a strong team ethos and proactively contribute to collaborative efforts.
- Excellent interpersonal skills, with the ability to communicate effectively with staff at all levels.
- Professional telephone manner and ability to ask challenging questions
- High level of accuracy and attention to detail in record-keeping and financial processing.
- Proficient in using financial software and Microsoft Office applications (Excel, Word, Outlook).
- Ability to handle sensitive and confidential information with discretion and integrity.

St Joseph's College Vision and Values Core Framework

VISION

Continue to grow our nurturing environment, in which students are inspired to reach their full potential.

MISSION

At St Joseph's College, academic achievement, ideas, intellectual curiosity, collaboration and resilience are of equal importance.

CORE VALUES

Aspiration | Respect | Confidence

OUR AIMS

For the needs of each pupil's **mind, body, heart, and spirit** to be met, so that each one:

- ❖ Aspires to, and achieves, their academic and personal best
- ❖ Experiences an inspiring, progressive all-round education, which prepares them fully for their future
- ❖ Takes a positive and active role in their College, developing leadership skills and offering service to local, national and international communities
- ❖ Develops faith, self-confidence and self-esteem
- ❖ Acts with integrity, showing respect for themselves and all others