

# Job Description



Position: Accounts Receivable Officer

Date: October 2020

Reports to: Finance Manager

## Te Tirohanga Whakamua; Our Vision:

To inspire students, businesses, and communities to succeed.

## Whakatakanga; Our Mission:

Develop great graduates who make a difference wherever they work in the world.

## Nga Whāinga; Our Goals:

- UCOL is a preferred provider of learning.
- Our students succeed.
- We collaborate with Key Stakeholder to find unique solutions and mutually beneficial outcomes.
- We will achieve Category 1 status alongside being a financially sustainable Tertiary Institute at our next assessment, in 2021.

## Nga Whanonga Pono; Our Values:

- Relationships – Whanaungatanga
- Excellence – Kia eke panuku, eke Tangaroa
- Transformation – Te huringa tangata
- Agility – Kia kakamā

## Purpose of the Position

To provide the day to day management of UCOL debtors. To ensure all UCOL debtors are effectively managed and maintained. Outstanding debt is at minimum levels ensuring there is the lowest possible risk of bad debt write off. Accounts receivable services are delivered effectively, are innovative, well aligned with other UCOL functions, compliant with policies and procedures and are well regarded by students and stakeholders.

## Financial Delegation:

Nil

## Staff reporting to this role:

Nil

## Internal Relationships

- Finance Team
- Student Success Team
- All Academic Staff, General Staff External Relations Team
- Communications Team
- Business Development Teams

- The UCOL Senior Executive Team
- Executive Deans and Department Managers
- Administration Services Team

## External Relationships

- UCOL Students and Other Customers
- Audit New Zealand
- Studylink
- Stakeholders

## Key Result Areas:

### Key Performance Indicator (KPI) 1 – Student Financial Administration

All student-based financial administration is undertaken in a professional and timely manner.

What will I be doing?	How will I know I am doing it well?
Maintain a high level working relationship with external stakeholders in order to expedite student loans.	All stakeholders feel they are dealt with in a professional courteous manner and in a timely fashion meeting their expectations of excellence in customer service.
Effectively support & process the Verification of Study (VOS) process to ensure students have access to loans and allowances by the start date of their programme.	Students are able to start their programme on time, with all steps of the Verification of Study (VOS) process completed to a satisfactory level.
Document management is kept up to date.	All documents are stored in an accessible and manageable way. Information is not jeopardised by the storage or management process.
Follow up student debtors as per the agreed communication schedule, advise them on options and assist, where appropriate, with applications to StudyLink student finances.	The agreed communication schedule is followed. Students are supported to utilise StudyLink support and bad debt is avoided.
Any debt payment arrangements in place with students are monitored regularly.	Frequent contact is made with students/organisations who are unable or refuse to pay their debts.

### Key Performance Indicator (KPI) 2 – Debt Administration

Provide effective and efficient debt administration.

What will I be doing?	How will I know I am doing it well?
Ensuring bad debts are controlled as per UCOL/legal requirements.	Bad debts are written off in accordance with policy. Prepare the schedule of bad debt write-offs, prior to each month end.
Ensuring that 30, 60 and 90 day debt letters are accurate and manage any queries. ARION flags are reviewed monthly to ensure they are current prior to debt letter generation.	Overdue debt letters are administered on time and managed within the appropriate timeframe.
Controls debt using, but not limited to, network access.	Debt is managed in an appropriate way, and students and external organisations are prohibited from incurring additional debt.

Debtor account credit balances are investigated and reconciled regularly and appropriate action undertaken.	Student and organisation monies are refunded promptly in compliance with UCOL policies and procedures. Ensure all refunds are processed on a weekly basis.
Financial reporting and maintenance is carried out in the appropriate timeframes.	Receipt daily, all payments from bank statements including International. Focus on debt reduction, checking all outstanding accounts as per the debt communication plan.
Ensuring prudent financial reporting.	All UCOL debtors are invoiced every month including credit notes, discounts and journal transactions, and revenue captured in accordance, with approved policy, procedure and process

### Key Performance Indicator (KPI) 3 - Customer Interface

Provide excellent customer interface to UCOL's internal customers

What will I be doing?	How will I know I am doing it well?
Be available and provide information to UCOL students enrolled who may have queries that cannot be answered by the Student Centre.	Students have accurate, timely and quality information and advice that resolves their query.
Assist faculty with the co-ordinating charging course material costs on a programme by programme basis.	Students have the materials required to undertake their programme of study and invoicing and payments are recorded accurately.
Provide proactive advice and support opportunities with UCOL department/faculty administrators.	Departments/Faculties are assisted with successful financial management through a proactive approach ensuring that best practice ideas and recommendations are put forward.  Potential 'issues' are raised with appropriate staff as soon as possible.
Correspond with students as required.	Correspondence with students is clear, consistent, accurate, timely, and uses already established templates and methods of communication.
Utilise all relevant UCOL databases, ensure full range of functionality is understood and used in accordance with appropriate policies and procedures. Attend applicable IT training on new systems or updates to ensure knowledge is current.	All applicable software programmes are utilised to ensure consistent practice and entering of information.  Attends applicable IT training.
Attend applicable financial training to ensure knowledge is current. Comply with all UCOL Financial policies and procedures.	Financial activities are 100% accurate and delivered on time. Relationships with Registry and Information Team staff are developed and fostered. Feedback from Finance team, Faculties and departments confirms compliance with policies and procedures. Attend applicable Finance training.
Assist Faculty and Departments with the onboarding of new staff.	UCOL faculty and department staff have adequate knowledge of UCOL systems policies and procedures to undertake their roles effectively.

### Key Performance Indicator (KPI) 4 - Quality and Process Improvement

Enabling quality assurance and continuous improvement by looking for efficiencies to best support Accounts Receivable team requirements.

What will I be doing?	How will I know I am doing it well?
Look for opportunities for process and system improvement and facilitate solutions.	Process improvement has been realised with improved service to the customer. Active participation in the wider Finance team to share process and system improvement.
Participate in the development and maintenance of standards for support across the Faculties and departments.	Seeks to continually improve the quality and efficiency of services provided by actively participating in discussions and project teams.

### Key Performance Indicator (KPI) 5 - Team Participation

Participate and be an effective team member in the wider Finance team.

What will I be doing?	How will I know I am doing it well?
Attend and actively participate in the relevant Finance team meetings.	Attends and participates in team meetings.
Participate in team discussions, provide input into matters related to the accounts receivable service.	Participation is proactive and enthusiastic as a team member.
Participate in relevant training, coaching or mentoring.	Actively identify areas for development and seek out appropriate training to meet that need.
Participate in the development and delivery of and individual performance review.	Actively participates in the development of an individual performance review.

### Key Performance Indicator (KPI) 6 – Regulatory

To proactively support and participate in activities related to the regulatory compliance, by actively supporting all regulatory policies and procedures, specifically in relation to TEC funding conditions and the Privacy Act.

What will I be doing?	How will I know I am doing it well?
Proactively be aware of new funding sources and the association funding conditions and regulatory compliance requirements. Undertake all training, taking personal responsibility to research available information available.	You will be up to date with the rules regarding all funding sources. All policies and procedures are adhered to, at all times. Any non-compliance is escalated up to the Finance Manager.
Comply with all Privacy Act information, instruction and training. Take personal responsibility to keep up to date with compliance requirements.	There are no breaches of the Privacy Act.

## Key Performance Indicator (KPI) 7 – Health and Safety

Undertake the personal health and safety duties of due diligence, as an employee of UCOL. Employees must ensure that they comply with UCOL's Health and Safety Policies, Procedures, and any Standard Operating Procedures that apply to the delivery of their tasks or are required by their Faculty or Department.

What will I be doing?	How will I know I am doing it well?
Undertake your work safely and do not participate in activities that may place yourself and others in danger or at risk.	Nothing that the incumbent does or does not do results in others being put in danger or risk or harmed.
Comply with all health and safety information, instruction, training, and supervision.	You actively participate in any health and safety training appropriate to the role, and at all times will comply with health and safety policies, procedures and standards.
Report any health and safety hazards, incidents, and near misses accurately and in a timely manner to your Line Manager and enter into the electronic health and safety management system (Vault).	All health and safety hazards, incidents, and near misses are required to be entered into the health and safety management system immediately. If this cannot be done immediately, it must be done as soon as practicable after the hazard, incident, near miss occurred. Serious incidents and hazards should also be reported immediately to the Line Manager and verbally to your Senior Manager and entered into the health and safety management system.
Comply with all requirements of return to work or rehabilitation plans.	You will comply with all of the requirements of a return to work or rehabilitation plan to ensure that they return to work in a sensible, healthy, and safe way.
Report any faults or issues relating to health and safety into the Vault, Health & Safety Management system and ensure that your Line Manager is kept fully informed of any issues.	Any faults or issues relating to health and safety need to be reported to your Line Manager and/or to the Health and Safety team immediately. If this cannot be done immediately, it must be done as soon as practicable after becoming aware of the fault or issues.

*To be successful we need to work as a team, so the responsibilities set out in this job description are not exhaustive. As a result, after mutual agreement, we may require you to undertake other reasonable tasks as required, which are within the ability of the jobholder.*

## Core Competencies – compressed version

### Tangata Tiriti – how we embrace culture.

- **Engagement** - establish and maintain effective professional relationships focussed on the learning and wellbeing of our ākonga and staff, demonstrate commitment to ongoing professional learning and development of personal professional practice by engaging in He Kākano Rua (UCOL's Cultural Competency Framework).
- **Enlightenment** - continue to develop understanding of Te Tiriti o Waitangi / the Treaty of Waitangi and continue to develop knowledge of Tikanga Māori and the appropriate usage and accurate pronunciation of te Reo Māori.
- **Empowerment** – demonstrate commitment to bicultural partnership in Aotearoa New Zealand, works effectively within the bicultural context of UCOL.

*Please note, the list below is a condensed version of the behaviours and practices; for descriptors of each behaviour, please refer to 'Staff Competencies' on our website or the Teams Portal.*

### Professional behaviours – how we behave at work.

- Dependable/compliant
- Resilience
- Flexibility
- Risk Conscious/ Zero Harm Attitude
- Self-Insight
- High Emotional Intelligence
- Shows initiative
- Ethics and integrity
- Personal responsibility

### Work practice – how we achieve results.

- Achievement
- Mental Power
- Critical Thinking
- Logical Reasoning
- Numerical Reasoning
- Results focus
- Digital competence / IT literacy
  - Information
  - Communication
  - Innovative
  - Safety
  - Problem-solving

### Relationships – how we work together.

- Communication
- Verbal Reasoning
- Teamwork
- Negotiation/ Conflict management
- Building relationships
- Strategic agility
- Values diversity
- Collaboration
- Keeps student focus

## Customer and Business Support Competencies

- **Customer Focus** - motivated by exceeding customer expectations. Understands the customer perspective and uses it to guide decision making for quality service outcomes. Anticipates needs of all customers including students and stakeholders. Demonstrates professional standards and behaviours that deliver superior outcomes.
- **Negotiation skills** – able to approach differences with confidence, ensuring that personal and professional relationships remain strong.
- **Relationship management**-- maintains relationships with key stakeholders by connecting and collaborating with them. Presents a cheerful, positive manner, treating others equally.
- **Ethics and integrity**- respects and maintains confidentiality. Avoids situations and actions considered inappropriate or which present conflict of interest.

## Qualifications and/or Skills

- A business-related qualification at level 4 or above would be desirable.
- Four years plus experience in an accounts receivable role essential, within the education sector would be desirable.
- Knowledge of the public sector or tertiary education sector is an advantage but not necessary.
- Proficient in Microsoft Office, Outlook and CRM software skills.
- Information gathering and analytical skills.
- Proven ability to understand and apply financial principles.
- Capable of dealing with internal and external stakeholders.
- Experience in working in a multi-cultural environment.

## Personal Characteristics/Attributes

- Ability to use initiative and exercise sound reasonable judgement.
- Accurate numerical and high volume data entry skills.
- Sound written and oral communication skills.
- Ability to prepare and maintain financial reports and records;
- A professional and customer focused approach to work is essential.
- An intermediate level of business knowledge and experience is expected.
- A background in work covering the use of databases used for the management of information.
- An understanding of the tertiary sector and/or a large to medium organisations would be an advantage.
- Ability to maintain strict confidentiality.
- Ability to manage deadlines and prioritise demands.

## Other Requirements

- Must have a full driver's licence.
- Pre-employment Criminal Convictions check
- Pre-employment credit check
- Clean from the influences of drugs and alcohol in the workplace at all times.

*We aim for a "can-do!" attitude where we help one another and UCOL. For that reason, you will need to be open to reasonable changes in your duties and responsibilities and this job profile being updated from time to time, after mutual agreement, as we adapt to change and keep striving to deliver all that we can for our students.*