



FASHION RETAIL ACADEMY

Job Description and Person Specification

Job title:	Credit Controller
Level:	Support
Accountable to:	Financial Controller
Key relationships:	Finance officer, budget holders, managers, staff, external service providers, students
Hours:	Equivalent of 2 days per week

About the Academy:

The Fashion Retail Academy (FRA), founded in 2005, is the UK's leading vocational FE College specialising in fashion and retail education. We have charity status and make it our mission to inspire and develop talent for a specialist career in fashion retail. The FRA is the only college in London, and third nationwide, to be awarded an Ofsted Outstanding under the current inspection framework.

Purpose of the role:

This is a key accounting position to assist and support the Financial Controller in day-to-day credit control activities. The main focus of the role will be reviewing sales ledger, debtors, chasing outstanding and unpaid fees and formulating a proactive process to ensure potential debtors issues are dealt with as early on as possible.

Key responsibilities:

- Perform the credit control function particularly collection of student fees
- Raising invoices for services provided by the FRA
- Set up procedures to chase and follow-up on outstanding fees
- Provide regular feedback on credit control outcomes
- General accounting activities as required by the Financial Controller
- General support to the Finance team as required

FAST FORWARD YOUR FASHION CAREER

www.fashionretailacademy.ac.uk | **T:** 0300 247 4000 | **T:** +44 20 7307 2345 | **E:** info@fra.ac.uk

Fashion Retail Academy, 15 Gresse Street, London W1T 1QL

Registration No. 05507547 Charity No. 1119540



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Other:

- To perform any other duties consistent with this position as may from time to time be assigned to you anywhere within the FRA.
- To be committed to your own development through effective use of the FRA's performance review scheme and staff development processes.
- To support the delivery of the FRA's strategy as it relates to this position.
- To work collaboratively with the wider business and support the work of academic, curriculum and support functions teams as may reasonably be required in the delivery of the FRA's strategic plans.
- **Safeguarding.** Comply at all times with the FRA's safeguarding policy and play an active role in maintaining and promoting students' safety and security in their learning environment.
- **Equality and diversity.** To be committed, adhere to and promote the Academy's Equality and Diversity policy at all times.
- **Health and Safety.** Abide by and raise awareness of health and safety in line with FRA policy and procedures.
- **Data Protection.** To understand your own responsibilities, be committed to and comply with all FRA's policies, procedures and guidelines with respect to the collection, processing, storing and sharing of all personal information as it relates to this position to comply with GDPR

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Person Specification		
Essential		Desirable
Knowledge	<ul style="list-style-type: none"> • Excellent knowledge of basic accounting including double entry bookkeeping and maintaining all ledgers • Cashbook maintenance, accounts receivable • General administration 	<ul style="list-style-type: none"> • Understanding of further education sector • Sound knowledge of SAGE accounting system
Skills	<ul style="list-style-type: none"> • Ability to process data in an efficient and timely manner whilst maintaining a high degree of accuracy. Proven competence in the use of accounting systems, spreadsheets and word processing • Good numeracy skills and ability to process information quickly and effectively • Ability to work effectively with colleagues and other stakeholders (i.e. students & other debtors, banks etc.) • Ability to communicate effectively both orally and in writing • Ability to work methodically and systematically and to present information clearly and succinctly • To be fully literate in IT office based software packages • Excellent customer service skills 	<ul style="list-style-type: none"> • Above average ability to use spreadsheets is essential (Macro knowledge not required)
Experience and Qualifications	<ul style="list-style-type: none"> • Experience in working on a computerised accounting systems • Experience in Credit Control • Experience in general accounting • Experience working in an accounting environment 	<ul style="list-style-type: none"> • Experience in self-initiating project work
Attributes/ Personal Characteristics	<ul style="list-style-type: none"> • A flexible and proactive approach to problem solving. • A committed team player who possesses a 'can do' approach and a willingness to cover for other team members as required. • Enthusiastic, well-motivated and confident approach. • Ability to use own initiative. 	<ul style="list-style-type: none"> • Problem solving and analytical skills • To be adaptable and have a confident approach to meet the challenges of a busy working environment

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Person Specification		
Essential		Desirable
	<ul style="list-style-type: none">• Ability to prioritise workload and plan appropriately to meet deadlines.• Ability to develop and maintain sound working relations with all key college stakeholders.• Commitment to promoting equal opportunities and diversity.• Hands on willing to undertake general administrative duties hardworking & flexible.• Committed to a Customer Service approach	

Living and Practicing the Fashion Retail Academy's Values:

PROFESSIONAL – working with the utmost of honesty and integrity in all that we do, we care about the outcome

GOING THE EXTRA MILE – more than a statement, it's a state of mind. We have rigour and a relentless focus on the outcome, exceeding the expectations of our stakeholders.

INSPIRATIONAL – We motivate people to achieve great things and through demonstrating passion in our actions we are role models for others.

FLEXIBLE APPROACH – working collaboratively at all time we are adaptable and responsive to changing circumstances. We think and act creatively and are prepared to find new ways of achieving the outcome.

COLLECTIVE RESPONSIBILITY – every staff member takes responsibility for the FRA's direction of travel and innately understands how their work contributes to our strategic plan.

This job description is not to be regarded as exclusive or exhaustive. It is intended as an outline indicating of the areas of activity and may be amended from time to time in the light of the changing needs of the organisation.

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