



## Fees Supervisor

### The Role

Reporting to the Director of Finance/ Finance Manager, this role has responsibility for creating, co-ordinating and delivering the work plan for College's Fees Billing function and has a strong focus on parental communication and the development of strong working relationships with both internal and external stakeholders.

### The College

Cheltenham College consists of two inter-dependent fee-paying schools within a single executive structure. College (13–18), founded in 1841, is the oldest of the Victorian public schools and is predominantly a boarding school of some 750 pupils, including a Sixth Form of 310 pupils.

The Prep School is situated on the same campus as Cheltenham College in a beautiful setting with its own sports fields, lake and stunning views of Leckhampton Hill. Originally situated on the main College campus, it moved to its current site in 1908. The Prep is fully co-educational, day and boarding, and takes pupils from 3 to 13, with the majority preparing for Scholarships and Common Entrance for the College. There are currently 420 pupils in the Prep.

Both schools are fully co-educational. They have fine academic records and a considerable reputation for sport, drama and music.

### Job Description

The postholder will be responsible for:

- Preparing the annual workplan for the Fees department to ensure all core tasks within the function are planned and co-ordinated to deadlines.
- Lead the year-end/ new academic year rollover process by developing and implementing the work plan to achieve this.
- Reviewing the Fees department processes and systems and to identify and enact solutions to mitigate risk of errors streamline operations and increase efficiencies.
- Supervision of the Fees Assistant and delegating tasks accordingly to deliver the Fees department work plan priorities.
- Billing – leading the process to ensure termly billing for all College, Prep School and Nursery pupils is achieved accurately and to deadlines.
- Fees ledger – responsibility for implementing strong internal controls over data integrity and maintaining an accurate fees ledger.
- Fees and billing data management - maintenance and reconciliation of pupil data and billing accounts to ensure data is accurate prior to billing for example, year group, boarding status and all discounts, including scholarships and bursaries.
- Collaborating with other College departments for example, Admissions, to ensure the integrity of billing data in ISAMs.



- Extra-curricular activity charges – responsibility for co-ordinating the effective and timely collection of charges utilising appropriate systems, working with multiple academic and other departments to achieve this.
- Fees related parental communication – manage the Fees department email accounts and ensure queries are dealt with promptly and professionally. Direct telephone conversations with parents to resolve queries.
- Direct debits – preparing, reviewing and processing all fee collection direct debits (termly and monthly) in compliance with BACs rules. Investigating failed collections and recovering funds.
- Fees payments and reconciliations – responsible for posting onto billing accounts all fees related payments, pupil deposits and registration fees. Reconciliation of billing accounts to ensure payments are posted to correct bills.
- Debtor process – supporting the Fees Credit Controller and overall debt recovery process to ensure overdue invoices are addressed promptly and matters are escalated matters to the Director of Finance and Bursar where appropriate.
- Local Authority nursery funding – administration of the scheme and the main point of contact between College and the local authority for funding related queries
- Pupil facing insurance policies – administration and termly returns, including claims made on policies.
- Liaise with external auditors for fees department related deliverables and fieldwork.
- Fees in Advance scheme administration and reconciliations.
- System administration for fees department.
- Other ad hoc duties as required.

### Person Specification

- Has relevant experience/ been responsible for the effective operation of a finance related function, with minimal supervision.
- Strong planning, co-ordination and prioritisation skills.
- Ability to work under pressure to tight deadlines with a high level of accuracy and attention to detail.
- Experience of accurate data management in relation to invoicing
- Confident and self-motivated with the ability to work unsupervised in a busy environment.
- Strong team player, a co-operative and flexible attitude is essential.
- Excellent telephone manner and proven customer service skills
- Strong interpersonal skills for communicating with teaching staff, support staff, parents, contractors, professional consultants, and departmental personnel.
- Excellent keyboard and IT skills, including, Office 365, Word, Excel, desirable, Email.
- Willingness and ability to take the initiative not only in identifying problems but also in recommending and implementing solutions.
- Smart presentation
- Experience of the following (or equivalent): iSAMs, Pass and Evolve would be an advantage but is not essential.
- A relevant professional qualification AAT or similar is desirable but not essential.

### Terms and Conditions

- Salary: Up to £32,000

- Hours of work: 37.5 hours per week from 8.30am to 5.00pm Monday-Friday with an hour for lunch.
- School lunch available during term time
- Use of College sport facilities (at staff allocated times)
- Pension scheme (subject to satisfactory completion of probation)

July 2025