



CHELtenham
COLLEGE

Fees Finance Officer

The Role

The Fees Finance Officer is responsible for the day-to-day management of fees and other income, ensuring billing is accurate, payments are collected efficiently, and financial records are maintained to a high standard. The role includes credit control responsibilities, ensuring overdue accounts are monitored and followed up promptly and professionally.

This role places a strong emphasis on excellent parental communication and the development of positive working relationships with both internal and external stakeholders. The postholder will also contribute process and system improvements, supporting the implementation and maintenance of smooth, accurate and efficient operations within the fees function.

The College

Cheltenham College is an independent boarding school located in the heart of Cheltenham and consists of two inter-dependent fee-paying schools within a single executive structure. College (13-18), is predominantly a boarding school of some 700 pupils. The Prep School (3-13) is largely a day school of around 420 pupils. Both schools are co-educational and have strong academic records and a reputation for sport, drama, and music.

Job Description

Key responsibilities:

Fees Billing and Other Income

- Prepare, check, and issue accurate termly fee bills for College, Prep School and Nursery pupils
- Maintain and reconcile billing accounts prior to issuing invoices to parents
- Maintain accurate pupil fee records, including bursaries, scholarships, and other discounts
- Ensure robust processes are in place to recover additional charges accurately and promptly, including music lessons and extra tuition fees
- Apply and reconcile payments received, including fees, extras, pupil deposits and registration fees
- Communicate clearly and professionally with parents regarding fees and payments
- Manage the College Fees email account and respond promptly to queries
- Conduct telephone conversations with parents to resolve billing queries
- Assist with reconciliations and reporting to the Finance Director and Bursar
- Identify opportunities to streamline billing and income processes, and support the implementation of more efficient practices

Direct Debits

- Prepare, check, and process termly and monthly Direct Debit collections



- Investigate failed collections and recover funds
- Administer Direct Debit processes in compliance with BACs scheme regulations

Credit Control

- Manage the debt recovery process - monitor outstanding fees and follow up overdue accounts promptly
- Manage payment plans and escalate unresolved issues to the Director of Finance and Bursar when appropriate
- Assist with debt reporting to the Director of Finance and Bursar

Process Support & Systems

- Maintain smooth, efficient, and accurate billing and collection processes
- Support the promotion and administration of Direct Debit arrangements for UK payers
- Identify issues in existing processes and recommend practical, efficiency-focused improvements
- Accurately maintain College's fees billing system and related records
- Work closely with other teams (e.g., Admissions) to ensure accurate data capture and efficient workflows for billing, deposit management, and registration fee collection
- Support system updates, testing, and new system implementation projects
- Recommend and adopt more efficient working practices, including better use of technology and automation

Other Duties

- Administer Local Authority nursery funding and act as point of contact for related queries
- Manage pupil-facing insurance policy administration, including termly and annual returns
- Produce information to support the year-end external audit process
- Perform ad hoc duties as required

Person Specification

Essential:

- Team player. with a co-operative, flexible and professional attitude
- Previous finance experience, including accurate data management for invoicing
- Proven experience of debtor management
- Ability to work under pressure to tight deadlines with high accuracy and attention to detail
- Confident, self-motivated, highly organised, and able to work unsupervised and multi-task in a busy environment
- Excellent telephone manner and proven customer service skills
- Strong interpersonal skills for communicating with parents, teaching staff, support staff, and other stakeholders
- Proficient in IT, including, Office 365, Word, Excel, and Email
- Proactive and improvement-focused: seeks ways to work smarter, enhance efficiency, and optimize existing processes

Desirable:

- Experience in fees administration or school finance
- Familiarity with school billing systems (iSAMs, Pass, Evolve or equivalent)
- Knowledge of Direct Debit collections
- A relevant professional qualification (AAT or similar).

Terms and Conditions

- **Salary: £28,000 -£30,000 based on experience**
- **Hours of work: 37.5 hours per week**
- **School lunch available during term time**
- **Use of College sport facilities (at staff allocated times)**
- **Pension scheme (subject to satisfactory completion of probation)**

April 2026