



Fees and Credit Control Officer

To start end November/beginning of December 2026



Welcome

I am delighted that you have expressed an interest in joining Royal Russell.

A leading co-educational independent school in South London, Royal Russell is different by design. We are a family school and we value those things which make each of us distinctively brilliant. Our school motto is '*Non Sibi Sed Omnibus*' which translates as 'not for oneself, but for all', and from this, we make a commitment to help every member of our learning community strive for their vision of success.

Our beautiful, green campus offers exciting learning opportunities and first-class facilities for both pupils and staff to develop and flourish. Staff are dedicated to providing a total education and this is reflected in the outstanding academic outcomes of our pupils.

Openness and inclusiveness are integral to the Royal Russell experience and we encourage applications from all communities, so that our staff body reflects our ambitious, open, distinctive and courageous Royal Russell pupil body.

If you are interested in joining a forward looking and successful school, I look forward to receiving your application.



Chris Hutchinson
Headmaster





Our School

Royal Russell is a HMC/IAPS co-educational school with over 1,200 pupils between the ages of 3 and 18.situated.

Our 110-acre parkland campus is one of the things our pupils talk about most. There is room here to run, to think, to gather, and to find a quiet corner with a book. Within those grounds you will find a beautiful Chapel and Great Hall, a Performing Arts Centre, a state-of-the-art Health and Wellbeing Centre, modern science facilities, a well-stocked library and Sixth Form Centre, spacious dining facilities, and some of the finest sporting provision in the South East.

Royal Russell is just 30 minutes from Central London and conveniently located for Heathrow and Gatwick airports, giving our pupils the best of a peaceful country setting and the energy of one of the world's great cities.

We are proud of our day and boarding facilities that rank amongst the best in the UK. Our pupils, parents and staff experience a warm and friendly environment with strong pastoral care for every pupil alongside a comprehensive co-curricular and enrichment programme. Royal Russell is proud to have achieved the highest grade of 'excellent' in every aspect during our most recent ISI Inspection.

Community Values

Royal Russell is a warm and thriving community of pupils, parents, staff, governors, Old Russellians, friends and supporters. We are bound together by our family ethos, a strong sense of pride in our school and a willingness to get involved.

By working together, supporting each other and having fun together, we have created a welcoming and inclusive environment for all. Living by our motto '*Non Sibi Sed Omnibus*', we encourage the qualities and values of responsibility and giving - which make Royal Russell special.

We are committed to our responsibilities to our wider community - local, national and international. We encourage our pupils to contribute, participate and lead so that they can learn the skills and attributes needed to make a positive contribution to society, now and in the future.

Our Values:

- **Ambitious**
We are passionate learners who pursue excellence in all that we do
- **Open**
We believe in ourselves and celebrate the differences in each other, recognising the value of honesty, integrity and respect for everyone
- **Distinctive**
We value originality, authenticity and contribution to our community as a whole
- **Courageous**
We encourage pupils to challenge themselves and each other to do good; becoming strong global citizens





Fees and Credit Control Officer

We are seeking an organised and detail-oriented **Fees and Credit Control Officer** to join our busy Finance team. This key role is responsible for the accurate invoicing and collection of school fees for over 1,200 pupils, ensuring excellent customer service while supporting the school's financial operations.

The successful candidate will have experience in **credit control, invoicing and sales ledger management**, excellent numerical and communication skills, and the ability to manage a varied workload while meeting strict deadlines. You will work closely with parents, colleagues and external agencies, maintaining professionalism, sensitivity and confidentiality at all times.

Experience in a finance environment is essential, with knowledge of school finance systems, **iSAMS** and **AccountslQ** desirable. AAT qualifications or studies are advantageous.

If you are a proactive and customer-focused finance professional looking to join a supportive and dynamic team, we would love to hear from you.

Hours are 37.5 per week, all year round

Salary is competitive and dependent on skills and experience.

Applications should be submitted to hr@royalrussell.co.uk by 9am on Friday, 23rd October 2026

Interviews will be held from Wednesday, 28th October 2026

The School is committed to safeguarding and promoting the welfare of children. All appointments are subject to a satisfactory enhanced Disclosure and Barring Service check (including a check against the Children's Barred List) and other pre-employment screening including references and medical fitness.

The Role

Responsible to the Deputy Head of Finance

Job Summary:

To invoice all parents for termly fees and extra chargeable expenses, in a timely and accurate manner, in order that the school can successfully collect its income. To closely monitor payments and follow up late payments, proposing payment plans and instigating legal action where necessary.

Main Duties and Responsibilities:

Fee invoicing

- Manage the termly fee invoice process for all pupils, including over 1,200 day and boarding pupils. Producing accurate invoices to specified deadlines to ensure all fees and extra expenses can be collected promptly. Raising additional invoices throughout the year for any- mid-year starters
- Manage a high volume of work during peak periods, demonstrating strong organisational, analytical and time-management skills while maintaining a high level of accuracy.
- Respond to and resolve invoice queries promptly, professionally and courteously, working with parents and relevant colleagues to facilitate payment within the school's agreed terms.
- Maintaining strict confidentiality and discretion as all times.
- Ensure bursaries, scholarships and other fee discounts are accurately processed and reflected on pupil accounts, supporting the timely and accurate collection of fees.





Fee collection and Credit Control

- Record all fee receipts and monitor all outstanding debt, managing a portfolio of parents on payment plans and following up all overdue payments by email, telephone and letter, to ensure the school recovers all outstanding fees. Working with families in cases of short-term financial situations to ensure minimal disruption to education.
- Ensuring fees are received in accordance with the school's terms and conditions and Anti-Money Laundering policy with family fee payer forms held as required
- Administer the School's Direct Debit schemes, including 10-monthly and termly payment options, and ensure all new parents are enrolled where appropriate, with Direct Debit promoted as the default payment method for day pupils. Provide parents with payment schedules and recalculate Direct Debit collections following changes to fees, including scholarships, bursaries, fee adjustments and agreed payment arrangements. Monitor failed Direct Debit collections and liaise promptly with parents to resolve issues and ensure outstanding fees are recovered.
- Identify cases requiring escalation to the Director of Operations for potential legal action or referral to external debt collection agencies. Prepare supporting documentation and liaise with external agencies and legal advisers to facilitate the recovery of bad debts and maximise income to the school.
- Produce accurate and informative management reports to support Senior Management in making informed decisions regarding fee collection, outstanding debt, payment arrangements and bad debt provision.

Financial systems and procedures

- Continually review and improve financial systems, processes and reporting to enhance efficiency, accuracy and the quality of service provided to the school, parents and pupils.
- Maintain clear and accurate documentation of the financial processes and procedures within the remit of the role, ensuring that these are regularly reviewed and kept up to date.
- Identify opportunities to streamline processes, strengthen financial controls and improve the efficiency and effectiveness of the fee collection and credit control function.

General Finance responsibilities

- Record termly pupil numbers and monitor all new starters and leavers, ensuring that the required documentation is received, processed and recorded accurately, and that pupil deposit refunds are completed promptly where applicable.
- Liaise with the Finance Officer responsible for all extras, to ensure all extras are set up in a timely manner in order to be included with the termly fee run, allocating any general credit control tasks where appropriate including any pre fee run checks.
- Provide support and appropriate cover for other members of the Finance team and functions as required, including during periods of annual leave or sickness.

General responsibilities:

- Participate in further training and developmental opportunities offered by the School, in order to further skills and knowledge
- Attend training and staff INSET sessions organised by the School to provide a consistent approach across the entire School staff population. Attend Royal Russell Day and Open Day as required.
- Ensure the safety and wellbeing of children and young people at the School by adhering to and complying with the School's Safeguarding and Child Protection Policy at all times
- Display correct staff identification at all times whilst on site
- Adhere to departmental policies and procedures to ensure personal safety as well as the safety of colleagues, pupils and visitors
- Carry out other reasonable duties as requested by the Head of Finance or members of the Senior Management Team

This job description outlines the main responsibilities of the role but is not exhaustive. The job-holder may be required to undertake other duties appropriate to the level of the role, either on a permanent or temporary basis.





Person Specification

Qualifications

- GCSE Maths and English at Grade B or above, or equivalent
- Part or fully qualified AAT Qualification - desirable

Experience

- Primary responsibility for Credit Control
- Invoicing and Bookkeeping experience using Computerised systems
- Experience of a medium-size commercial business or independent School finance setting

Knowledge

- All aspects of Sales Ledger processing
- General ledger accounting
- Experience of working with finance and school management systems; iSAMS and AccountsIQ desirable
- Early Years Funding

Skills and abilities

- Excellent all round financial skills
- Ability to prepare journals for the general ledger/invoice preparation
- Computer literate, with an ability to quickly understand and use new finance software (as detailed above)
- Intermediate Microsoft Excel skills
- Basic Microsoft Word and Outlook skills
- Ability to communicate effectively at all levels, internally and externally using appropriate methods and language, to ensure good working relationships with locally based/overseas parents, guardians, and teachers/staff
- Ability to communicate financial information to non-financial managers and staff
- Strong customer service skills and experience, with the ability to remain calm and professional in all situations
- Effective time management and prioritisation skills, with ability to work to deadlines
- Attention to detail, and ability to work with accuracy
- Able to work in a team and to work independently

Our Offer

Royal Russell offers excellent benefits including a competitive salary on our own salary scale.

As part of the vibrant community at Royal Russell, you will join a friendly and dedicated team with easy access to transport links (Coombe Lane tram stop is opposite the School entrance).

In addition, we offer:

- 30 days annual leave
- Pension scheme and life insurance
- Meals in the dining hall during term-time
- Cycle to work scheme (salary sacrifice)
- Octopus electric car scheme (salary sacrifice)
- Free on-site parking
- Use of our on-site sports facilities, including tennis courts, swimming pool and gym

A discount of up to 50% on school fees (85% discount for wrap around care before and after school during term-time) and a 25% discount with Royal Russell Holiday Club, which operates during school holiday periods.

Location: Our School is 10 minutes from East Croydon Train Station, with direct links to Central London (15 minutes) and Gatwick Airport (25 minutes).

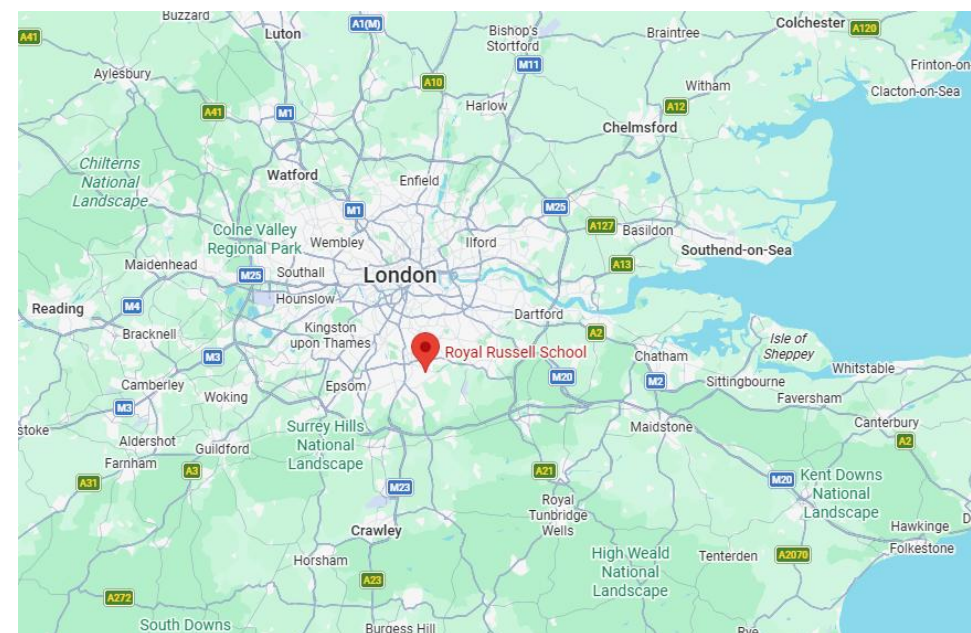
Further Information

Full details of our staff benefits and recruitment procedures can be found on our school recruitment page at: www.royalrussell.co.uk/discover/vacancies

You can also contact us by email at hr@royalrussell.co.uk or telephone HR on 020 8657 4433.

Applications (forms can be found on our website) will be considered on receipt and should arrive no later than the closing date specified. We welcome early applications and will review these on receipt.

The School is committed to safeguarding and promoting the welfare of children. All appointments are subject to a satisfactory enhanced Disclosure and Barring Service check (including a check against the Children's Barred List) and other pre-employment screening including references and medical fitness.



Campus Map

Our 110-acre campus contains incredible facilities for learning.



Main Facilities

- 1 Car Park
- 2 Reception / Headmaster's Study
- 3 Junior School
- 4 Early Years Centre
- 5 Performing Arts Centre / Auditorium
- 6 Dining Hall / Café
- 7 Chapel
- 8 Great Hall
- 9 Chapel Quad
- 10 Lime Tree Quad
- 11 Aston Webb Building
- 12 Library / Sixth Form Study Centre
- 13 Health & Wellbeing Centre
- 14 Science Block

Sports Facilities

- 15 Swimming Pool
- 16 Sports Hall
- 17 Top Pitch
- 18 The Paddock
- 19 Netball Courts
- 20 North Pitch
- 21 Astroturf Pitch
- 22 MUGA (Multi-Use Games Area)
- 23 West Pitch
- 24 Pavilion

Boarding / Houses

- 25 Buchanan / Reade
- 26 Cambridge
- 27 Hollenden
- 28 Keable
- 29 Latessa
- 30 Madden
- 31 Oxford
- 32 Queen's
- 33 St Andrew's



Royal
Russell

www.royalrussell.co.uk

Royal Russell School, Coombe Lane,
Croydon, Surrey, CR9 5BX

