



JOB DESCRIPTION

Accounts Receivable Supervisor - Administrative Assistant

Finance Office

Fixed Term Eleven Month Contract

Dublin City University

Dublin City University (www.DCU.ie) is a young, ambitious and vibrant University, with a mission 'to transform lives and societies through education, research, innovation and engagement'. Known as Ireland's 'University of Enterprise and Transformation', it is committed to the development of talent, and the discovery and translation of knowledge that advances society and the economy. DCU is the Sunday Times Irish University of the Year 2021.

The University is based on three academic campuses in the Glasnevin-Drumcondra region of north Dublin. It currently has more than 18,000 students enrolled across five faculties – Science and Health, DCU Business School, Computing and Engineering, Humanities and Social Sciences and DCU Institute of Education. DCU is committed to excellence across all its activities. This is demonstrated by its world-class research initiatives, its cutting-edge approach to teaching and learning, its focus on creating a transformative student experience, and its positive social and economic impact. This exceptional commitment on the part of its staff and students has led to DCU's ranking among the top 2% of universities globally. It also consistently features in the world's Top 100 Young Universities (currently in QS Top 70 Under 50, Times Higher Top 150 Under 100).

DCU is placed 84th in the world, in the Times Higher Education University Impact Rankings – measuring higher education institutions' contributions towards the UN Sustainable Development Goals. Over the past decade, DCU has also been the leading Irish university in the area of technology transfer, as reflected by licensing of intellectual property.

Overview of the department

The Finance Office has overall responsibility for the financial environment within the University and provides a comprehensive range of services to DCU Faculties, Schools, Research Centres, Professional Support Departments and the DCU Commercial Group of Companies.

Role Profile

Reporting to the Student Fees and Accounts Receivable Manager the role will be accountable for supervising the Accounts Receivable function within the University and subsidiary companies, as part of the Student Fees and Accounts Receivable team.

The role will liaise closely with team colleagues, other Finance Office teams, subsidiary companies, departments and schools across the University, as well as external stakeholders.

Duties and Responsibilities

The duties and responsibilities of the position include, but are not restricted to, the following activities:

- Accountable for timely and accurate invoicing to customers, both domestic and international, in line with underlying contracts, and the University's policies and procedures.
- Ensure tax compliance procedures are followed as part of invoicing protocols.
- Provision of tax clearance and PSWT status to accountable and other bodies/agencies.
- Follow and further develop credit control procedures to ensure timely collection of amounts owed from customers.
- Develop KPI reports of the accounts receivable function for management.
- Preparation and presentation of collections analyses.
- Preparation of regular entity and group aged receivables analysis reports, including commentary
- Assist and support month end close, ensuring the relevant controls, reconciliations and reports are completed on Agresso, in accordance with month end procedures and protocols. Ensure assessment of provisions and income accruals, etc, are recognised on a monthly basis.
- Preparation of Balance Sheet and other reconciliations in a timely manner.
- Ensure sales orders, funds allocation to the customer account, as well as matching funds received to sales invoices, is being completed on a regular basis throughout each month, to ensure up-to-date reporting to the business units and management.
- Actively engage with internal stakeholders (including Faculties, Research Centres, Finance Research Team), to ensure that invoices are raised and the collections process is streamlined and co-ordinated.
- Accountable for the review of credit note and refund applications to customers, making recommendations to the Student Fees and Accounts Receivable Manager.
- Supervise all aspects of the accounts receivable function, including the provision of training to other team members, as well as engagement with colleagues in subsidiary companies.
- Contribute, assist, support and implement strategic initiatives of the Finance Office and the University, including in relation to transnational education.
- Assist the Student Fees and Accounts Receivable Manager in co-ordinating and implementing continuous improvements to the accounts receivable function and service provision, including technology led solutions such as originator DD systems.
- Actively provide assistance on the Student Fees accounts receivable, as required, including during the registration process.
- Assist the Student Fees and Accounts Receivable Manager to co-ordinate and respond to internal and external audit queries in a timely manner.
- Actively participate in University meetings and deputise for the Student Fees and Accounts Receivable Manager when required.
- Providing cover for other tasks within the team as required.
- Any other duties that may be assigned to the role.

Qualifications and Experience

Essential Criteria

Candidates must have a Primary Degree or equivalent (NFQ Level 7) qualification.

Desirable Experience:

Ideally candidates will have a professional accounting qualification (ACCA, ACA, CIMA) and at least four years' relevant experience in a similar accounts receivable role. In addition, the applicant will have strong MS Excel skills and extensive experience with financial systems and across the accounts receivable function.

Other important attributes would include:

- Excellent written and oral communication skills, and be mindful of the differing requirements of a diverse University setting.
- Excellent interpersonal skills and ability to collaborate and build positive relationships with other colleagues and external stakeholders.
- Ability to work flexibly, effectively and under pressure to ensure tasks are finalised to strict deadlines.
- Strong attention to detail to ensure completeness and accuracy of information.
- Self-motivated and proactive, with the ability to organise, co-ordinate and progress the tasks associated with the role on an independent basis.
- Ability to work effectively on an individual basis and as part of the team, offering assistance to colleagues when required, and ensuring services are delivered in accordance with the University's requirements.
- An active interest in learning new processes and systems.
- Experience in customer service.

The role may change in line with Unit / University requirements and developments. The successful candidate will be expected to show flexibility in line with any changes which may occur.

Essential Training

The post holder will be required to undertake the following essential compliance training: Orientation, Health & Safety and Data Protection (GDPR). Other training may need to be undertaken when required.

Competencies required**Candidates will be assessed against the following competencies:**

- 1. Personal Effectiveness/Excellence:** This is defined as the ability to continuously strive to learn about how things are done, why they are done that way, how the role impacts and how processes can be continuously improved, as well as also being effective in planning and managing own workload.
- 2. Team working:** This is defined as the ability to work collectively in an encouraging manner, to allocate tasks and information. An ability to show respect for the contribution of others and to respond positively to the need for change.
- 3. Knowledge of Processes & IT:** This is defined as having a willingness to engage with both processes and technology.
- 4. Building & Maintaining Relationships:** Has the ability to develop and maintain good working relationships with colleagues and others, within and outside the organisation.