

MOUNTVIEW

Job Description

JOB TITLE:	Student Finance & Credit Control Officer
RESPONSIBLE TO:	Registry & Admissions Manager
WORKS CLOSELY WITH:	Registry & Admissions Team Finance Team Heads of Programme and Course Leaders Personal Tutors
LIASES WITH:	Programme & Student Services Team Student Welfare Manager Development Team

WELCOME TO MOUNTVIEW

From Sally Ann Gritton, Principal & CEO:

Mountview does things differently. Through our higher education programmes, our participation work, our growing network of regional sites, and our own examination board in Musical Theatre, Mountview Exams, we aim to dismantle barriers to the arts, open access to training for people of all ages and abilities, and engage meaningfully with the communities around us.

We are a vibrant, outward-looking organisation, agile and responsive to a changing sector. Each year we share our space, expertise and resources, learning from and collaborating with the rich cultural ecology on our doorstep and beyond. While our purpose-built home in Peckham remains central to who we are, Mountview is not defined by a single location: it is not a building, but an ethos.

OUR MISSION, VISION AND VALUES

Mountview is dedicated to developing the actors, technicians and practitioners who will shape the future of the creative industries.

Our vision is to be a world leader in dramatic training, making an impact locally, nationally and internationally. We give potential a chance, nurturing bold, curious and purposeful artists, and we work to ensure our teaching remains current, ambitious and relevant. We train our students to the highest standards, developing skills, confidence and individuality through innovative practice, close industry relationships and a deep belief in the power of creativity to change lives.

Our staff team is highly skilled and collectively committed to Mountview's mission. Together, we have built a flourishing, energetic workplace that celebrates kindness and difference, and succeeds through a shared belief in our core values:

- Challenge the Status Quo
- Create Belonging
- Sustain the Future
- Compassionate Collaboration
- Transparent Communication

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Inclusivity and belonging sit at the heart of our organisation: we commit to learning, to accountability, and to doing better when we fall short. By investing in our people and our partnerships, we secure a vibrant future for the arts – and for the students and staff who make Mountview what it is.

HOW WE WORK AT MOUNTVIEW

At Mountview, people work hard, care deeply about what they do and look out for one another. We are a friendly, ambitious organisation with high expectations of ourselves, where everyone is trusted to take responsibility, pitch in when needed and contribute beyond their immediate role. We value openness, thoughtful challenge and a willingness to keep learning as we grow, and we support each other to meet high standards and do our best work.

The behaviours below are rooted in our values and describe what this looks like in practice. They set out the expectations for how we work, collaborate and deliver at Mountview. They apply to everyone and are demonstrated at a level appropriate to each role and its responsibilities:

Mindset & Approach	Interpersonal Skills & Relationships	Organisational Effectiveness
Responsibility & Accountability	Compassion & Respect	Continuous Improvement
Resilience & Adaptability	Collaboration & Teamwork	Using & Managing Resources
Curiosity & Creativity	Communicating & Influencing	Inclusive Practice

I hope, having learned more about Mountview, that you feel encouraged to apply for this role. If you do, please know this: you are welcome here.

PURPOSE OF THE ROLE

The Student Finance & Credit Control Officer is a key member of Mountview's administrative team. Reporting to the Registry & Admissions Manager, and supporting the Finance and Student Services functions, the postholder is responsible for maintaining accurate student financial records, communicating with students about payment plans and outstanding debts, ensuring timely fee collection, and assisting in administrative processes for scholarships and bursaries.

MAIN DUTIES AND RESPONSIBILITIES

This job description is a guide to the nature of the work required. It is not wholly comprehensive or restrictive and may be reviewed with the post holder and line manager as operationally required.

Student Finance and Credit Control

- Oversee the production and distribution of student invoices.
- Prepare the student fees and scholarships spreadsheet for finance system upload.
- Communicate regularly with students regarding tuition fees, ensuring timely payments by agreeing and managing payment schedules and addressing overdue balances in a professional and supportive manner.
- Set up, manage, and monitor student payment plans, liaising with students experiencing financial difficulties.
- Maintain up-to-date financial records for all students, including those within our finance system, ensuring accuracy in receipting and payment allocation.
- Prepare monthly summary reports of outstanding debts and highlighting specific issues.

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- Escalate persistent or complex debt issues to the Registry & Admissions Manager and raise aged debts with the external debt collection agency, Oriel.
- Provide advice and guidance to students on effective budgeting and financial management during induction and as and when required.
- Collaborate with personal tutors and heads of course to implement control measures where students fail to pay, including potential registration holds or academic progression restrictions.
- Confirm student registration and attendance, and process change of circumstances such as student withdrawals and interruption of studies for Student Finance.
- Ensure that student deposits are recorded accurately and on a timely basis on the offers spreadsheet.

Scholarships and Bursaries

- Assist in the administration and record-keeping of Mountview internal and external scholarships, working closely with the Development team and others as necessary.
- Process student bursary fund applications in collaboration with Registry and Development teams.
- Provide financial assessments for scholarship and bursary panels based on applicants' supporting evidence.
- Ensure timely communication with students regarding scholarship outcomes and disbursements.

Registry and Admissions Support

- Provide friendly, accurate responses to queries from students, parents/guardians, and staff.
- Collaborate with the Registry team during student enrolment and graduation ceremonies.

Finance Support

- Support the finance team with credit control for non-student accounts when required.
- Prepare and issue invoices to tenant organisations occupying Mountview premises.
- Design and update income forecasting models for tuition fees.
- Assist Head of Finance with ad hoc financial reporting and updates pertaining to tuition fees.
- Assist the finance team with weekly financial reporting and monthly month-end-close procedures.

Other Duties

- Any other duties as may be reasonably required.

PERSON SPECIFICATION

Qualifications and Experience

- Educated to A-level or beyond, or have equivalent professional qualifications or experience.
- Experience in a finance or student support environment, ideally within the education sector.
- Demonstrable experience of maintaining attention to detail and providing assured accuracy whilst working under pressure and meeting strict deadlines.
- Proven track record of diplomacy and working effectively with a wide range of people.

Skills and Abilities

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- Excellent time management and organisational skills, with ability to multitask, prioritise and problem-solve.
- Excellent written and verbal communication skills, including confident telephone manner, and ability to present well in person.
- Positive and student-centred approach to customer service.
- Ability to work as part of a team and to stay motivated and use own initiative when working alone.
- Ability to exercise tact and discretion in dealing with sensitive and confidential matters.
- IT-literate and highly proficient in using Microsoft Office, including Outlook, Word, Excel and Access.

Personal Qualities and Attributes

- Interest in the arts and/or education.
- Calm, professional, and empathetic in challenging situations.
- Proactive team player with the ability to work independently.
- Willingness to adopt a flexible and adaptable approach to day-to-day workload.
- Understanding of the demands and challenges faced during organisational change.
- Commitment to self-development.

TERMS AND CONDITIONS

Salary: Circa £32K per annum, depending on experience.

Contract: Permanent.

Hours: 40 hours per week, normally 9am to 6pm Monday to Friday, with a 1 hour unpaid break each day.

Additional hours may be required, as agreed with the post holder and determined by the needs of the business.

Holiday: 28 days in the first year, including bank holidays, rising with length of service thereafter to a maximum of 38 days.

Mountview also has a paid operational closure over the Christmas holiday period which totals up to 7 additional days, excluding bank holidays.

Location: This post is based at Mountview's premises in Peckham, London SE15. We reserve the right to require the post holder to work at such other place of business in Greater London as the organisation may require, or work from their own home for online delivery when necessary.

OTHER BENEFITS

- Complimentary staff tickets for public performances, subject to availability and policy.
- Pension scheme with NOW Pensions.
- Access to interest free season ticket loan upon successful completion of probation.
- Access to salary sacrifice cycle to work scheme upon successful completion of probation.
- Generous sick pay.

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- Enhanced family leave upon successful completion of probation.
- Training and development opportunities, including time off for development.
- 25% fee remission for undergraduate and postgraduate degrees at University of East Anglia, subject to qualifying criteria and certain exclusions.
- Confidential 24-hour counselling service available to you and family members who live with you.
- Access to an Employee Assistance Programme provided by Health Assured/Wisdom Wellbeing, offering a range of support, advice and guidance on issues relating to life, work and health.
- Access to ARAG counselling assistance, a confidential 24-hour counselling service for you and your immediate family.
- Access to TalkLife Workplace, a global community of like-minded people supporting each other day and night.
- Contribution to the cost of eye tests and glasses, subject to agreement and policy.
- Extras discounts saving up to 10% on the cost of physical and digital gift cards from big name retailers.
- Access to a bYond Card providing up to 15% cashback when you shop at over 80 household retailers.
- Reduced membership rate at Peckham Pulse leisure centre for all Mountview staff.

RECRUITMENT PROCESS

Closing date: Wednesday 4 November at 9am.

How to apply: Please send your current CV, with a covering letter and a completed equal opportunities monitoring form, to recruitment@mountview.org.uk.

All applications will be acknowledged. Late applications will not be considered.

Equal Opportunities: We know that diverse groups of people make better decisions. To help us take positive action to improve diversity, we ask candidates to complete an equal opportunities monitoring form. This will not be shared with the shortlisting or interviewing panel but will be used to improve accessibility in our recruitment processes.

Mountview is committed to diversity and is an equal opportunities employer. We would particularly like to encourage applicants from under-represented backgrounds and value the positive impact that difference has on our institution.

ADDITIONAL INFORMATION

The post holder must at all times carry out their responsibilities with due regard to Mountview's policy and commitment to Equal Opportunities.

The post holder must accept responsibility for ensuring that Mountview's policies and procedures relating to Health and Safety in the workplace are adhered to at all times.

The post holder must respect the confidentiality of data stored electronically and by other means in keeping with the Data Protection Act 2018, and must abide by any related policies and procedures.