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| **Job Title:** | Accounts Receivable & Credit Control Officer |
| **Department:** | Finance |
| **Reports to:** | Financial Controller |
| **Contract:** | Full-time, permanent |
| **Hours:** | 35 Hours per week |
| **Last Updated:** | November 2026 |

We are a world leading London-based film school and registered charity, dedicated to developing the next generation of filmmakers and screen industry professionals. Through industry-focused training we support creative talent and widen access to careers in film and television.

## Job Summary

Working as part of a small, close-knit finance team, the Accounts Receivable & Credit Control Officer will be responsible for the accurate recording, monitoring and reconciliation of income, alongside the day-to-day management of student billing and credit control.

The role will play an important part in ensuring the effective collection of tuition fees and other income, maintaining accurate financial records and supporting the school's financial reporting requirements. You will work closely with colleagues across Finance, Registry and other departments, as well as responding to student and external stakeholder queries in a professional and supportive manner.

The successful candidate will be organised, proactive and detail-oriented, with experience in accounts receivable, reconciliations and credit control. They will be comfortable working independently, managing competing priorities and contributing positively to a small team.

## Main Responsibilities

**Accounts Receivable, Student Billing & Income**

- Raise and process student tuition fee invoices, deposits, application fees, credit notes and other income accurately using the school's accounting system.
- Maintain accurate student accounts and financial records, ensuring transactions are recorded promptly and correctly.
- Set up and monitor student payment plans, instalment schedules, scholarships, bursaries, fee waivers and employer or sponsor payments.
- Record and allocate incoming payments, including bank transfers, credit card payments, Flywire and Student Loans Company (SLC) or other student loan disbursements.
- Reconcile income received through bank accounts and payment platforms, investigating and resolving discrepancies, unallocated receipts and payment differences.

- Process and monitor refunds, ensuring they are appropriately authorised and supported by the necessary documentation.
- Access and manage relevant financial systems and payment portals to verify transactions, download reports and ensure income is accurately recorded.

**Credit Control & Student Liaison**

- Monitor outstanding student balances and aged debtors, following up overdue payments through email, telephone and other appropriate channels.
- Manage the Credit Control inbox, responding to student and stakeholder queries promptly and professionally.
- Take a proactive approach to credit control, balancing effective debt collection with a supportive and understanding approach to students.
- Work closely with Registry, Admissions and Student Support to resolve fee queries and monitor changes relating to student withdrawals, deferrals and other changes in student status.
- Liaise with students, sponsors, employers and relevant external organisations to resolve outstanding payment issues.
- Record and monitor student loan funding, bursaries and other student financial support, ensuring payments and authorised disbursements are processed in accordance with funding requirements and school policies.

**Reconciliations, Month-End & Financial Reporting**

- Complete regular income and bank reconciliations, ensuring all transactions are accurately recorded and discrepancies investigated promptly.
- Prepare monthly aged debtor reports, income reports and other financial information to support the Financial Controller and wider finance team.
- Assist with month-end procedures, including income accruals, deferred income journals and reconciliation schedules.
- Ensure income is recorded in the correct accounting period and maintain accurate supporting documentation.
- Assist with year-end procedures, financial reporting and external audit requirements.
- Maintain clear and accurate audit trails for income transactions, reconciliations and adjustments.

**General Finance & Process Improvement**

- Work collaboratively with the Finance team to ensure the smooth and efficient running of day-to-day finance operations.
- Identify opportunities to improve income processes, reconciliations and internal controls.
- Ensure financial procedures and school policies are followed consistently.
- Provide general support to the wider Finance team, including assistance with accounts payable when required.

## General responsibilities applicable to all LFS staff

- Understand and support the vision, mission and values of LFS;
- Ensure Diversity and Inclusion is at the forefront of your thinking when undertaking your responsibilities at LFS.
- Maintain awareness of your own and others' Health and Safety, and comply with the LFS's Health and Safety policy;
- Take appropriate responsibility for records held, created or used as part of your work for the LFS (paper-based and electronic) as per the relevant data protection regulations;
- Encourage team working and effective communication with colleagues;
- Act as a representative of the LFS and deal with LFS students, stakeholders and the public in a professional manner at all times;
- Comply with LFS financial policies and practices as applicable;
- Commit to and undertake continuous personal and professional development;

- Undertake other duties as may be reasonably requested of your post.

This job description will be subject to review in the light of changing circumstances and is not intended to be rigid or inflexible but should be regarded as providing guidelines and accountabilities within which the individual works.

## PERSON SPECIFICATION

**Essential Skills & Experience**

- At least two years' experience in an Accounts Receivable, Sales Ledger, Credit Control or similar finance role.
- Good understanding of accounts receivable processes, including invoicing, cash allocation, reconciliations and credit control.
- Experience using accounting software such as Sage 50 or a similar finance system.
- Advanced Excel skills, with the ability to maintain spreadsheets, analyse financial information and manage payment schedules.
- Strong attention to detail and the ability to investigate and resolve discrepancies accurately.
- Good organisational and time management skills, with the ability to prioritise workloads and meet deadlines.
- Confident communication and interpersonal skills, with the ability to deal professionally and sensitively with students, colleagues and external stakeholders.
- A proactive and methodical approach to work, with the ability to work independently as well as part of a small team.

**Desirable Skills & Experience**

- Experience working within higher education, further education or a student-focused organisation.
- Familiarity with student tuition fee billing, payment plans, bursaries, scholarships or student loan funding.
- Experience using Sage 50, Flywire, PayPal or other payment and reconciliation platforms.
- Knowledge of Student Loans Company (SLC) funding or international student payments.
- Experience supporting month-end and year-end processes, including accruals, deferred income and audit preparation.

## How to apply

If you would like to make an application for this role, please send your CV, supporting statement outlining how your skills, knowledge and experience meet the requirements of the role, plus the **completed equalities form** to our **application page.**

A formal offer will be made to the successful applicant, subject to satisfactory references and evidence of your eligibility to work in the UK.

## About London Film School

London Film School is the oldest film school in the UK. For nearly 70 years, LFS has been the place for emerging creative talent to hone their craft, find their voice and engage directly with the vibrant UK screen industries. The School offers five full-time MA programmes including Filmmaking, Screenwriting, International Film, Business, Film Producing, & Film Marketing and a full calendar of short courses.

LFS is a world leading conservatoire for filmmakers from around the world. Based in London's Covent Garden, the School's alumni include veterans (Mike Leigh, Michael Mann, Tak Fujimoto, Ann Hui) and famous younger

filmmakers including Daina Pusic, Oliver Hermanus, Babak Jalali, and the creator of End of the F**king World, Jonathan Entwistle.
The School is celebrated for its commitment to film, innovation and creative freedom, and its reputation for teaching excellence and practical learning - the School makes over 180 films every year. In 2022 London Film School was awarded World-Leading Specialist Provider status by the Office for Students and in 2024 was named by The Hollywood Reporter as one of the top global film schools. LFS welcomes a student cohort from every corner of the globe, LFS has always been a cultural hub where fresh voices, experiences and perspectives rub shoulders with tradition and history. A global network, once built, lasts a professional lifetime.
London Film School is a non-profit educational charity with Greg Dyke as its Chairman of the Board and Chris Auty as Director and CEO.

## About London Film School

Our people are at the heart of what we do at London Film School. Our organisational values define what LFS stands for and what we believe in. They guide our purpose and direction and set the tone for a positive workplace culture. Our six values are:

·Innovation & Excellence
·Inclusivity & Respect
·Feedback & Collaboration
·Empathy, Accountability & Integrity
·Safe & Inclusive Spaces
·Kindness

## Our Commitment

LFS is an Equal Opportunities Employer. We are committed to diversity and inclusion and welcome applications from all individuals regardless of personal characteristic(s) or background. We are a member of the Government's Disability Confident scheme as a 'Disability Confident – Committed' employer.
To fully embed effective equity, equality, diversity and inclusive practices, we are working towards removing all barriers that staff, applicants and students may experience from underrepresented groups.

Dignity at work

Every member of staff has a responsibility to ensure colleagues are treated with dignity and respect. The School is committed to creating a work environment for all staff that is free from harassment, intimidation and any other forms of bullying at work, where everyone is treated with dignity, respect and professional courtesy.

Please refer to LFS Privacy Policies (**http://lfs.org.uk/privacy-policies**) for details of the personal data that LFS holds and processes about staff, contractors and job candidates.

Please be assured that we will protect your privacy and the information provided on the monitoring form. No information is shared if there is a risk of identification.

## Benefits

As a member of staff at LFS, you receive more than just your basic salary there are other significant contributions to your financial security in the form of your benefits package:

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| Annual Leave | In addition to the statutory bank holidays, all full-time employees are entitled to 30 working days per annual leave year (01 September to 31 August). This entitlement is pro-rated for part-time staff. |
| Pension | Subject to the rules for auto-enrolment, after 3 months' employment you will be auto-enrolled into the People's Pension Scheme. |
| Staff Development | LFS has an appraisal scheme in place that aims to provide a focussed, evaluative review of employee performance against agreed objectives. The appraisal process is used as an opportunity for individuals to discuss training and development needs with their line manager.<br><br>We also operate a Professional Development Leave (PDL) scheme, whereby staff can request leave to pursue learning & development activities linked with their work, to enhance their professional skills. |
| Cycle to work scheme & City Bike Hire | If you like to cycle to work, you are in luck. We operate the Cycle to Work salary sacrifice scheme which makes it easier to afford your new set of wheels. You can also obtain a discount on membership of City Bike Hire schemes. |
| Your Wellbeing | We provide free access to our Employee Assistance Programme, which will give you access to confidential counselling, advice and online support, designed to help maintain your work/ life balance. This includes advice on mental wellbeing, lifestyle, family support and money issues. |
| Staff Loans | Upon completion of the applicable probation period staff are eligible for an interest free financial loan, or to purchase a season ticket. |
| Family friendly leave | To support families and working parents, we have a suite of family-friendly policies offering enhanced rates of pay during maternity, co-parental/paternity, adoption and shared parental leave, in addition to paid time off for staff undergoing fertility treatment and staff supporting a partner undergoing fertility treatment. The School also adheres to statutory entitlements to unpaid parental, carer's & dependents leave. |
| Discounted gym membership | You can register to be an Associate Member of the London School of Economics Students' Union with your LFS email address, giving you discounted access to the gym, cafes and social spaces, on the same basis as LSE staff and students (nominal charges apply where applicable). |
| Discounted gift cards | You can purchase gift cards at a discount of up to 15%, enabling you to save money on a wide range of goods and services, from clothing and DIY to restaurants, travel agents and theatre tickets. |