

The American School in London

Accounts Receivable Controller

Reports to: the Finance Manager

Hours: Full-time

Contract: Permanent

Start Date: ASAP

Overall purpose

The Accounts Receivable Controller plays a key role in the financial management of the School, ensuring the accurate and timely billing, reconciliation, and collection of all tuition, transport, financial aid, after-school, and extracurricular fees. The role manages billing and collection processes for over 900 families and partner organisations, ensuring data accuracy, financial compliance, and an exceptional level of customer service.

This position supports approximately £50 million in annual tuition and related income and requires a detail-oriented, technology-savvy, and proactive professional capable of operating efficiently in a fast-paced, deadline-driven environment.

Key Responsibilities

Billing and Data Management

- Manage end-to-end billing for tuition, transportation, financial aid, after-school programs, and all ancillary charges for the School and its subsidiary.
- Maintain accurate family and student billing records in the school's finance and student information systems (Microsoft Dynamics Business Central).
- Collaborate with Admissions, and departmental administrators and other internal stakeholders to ensure timely updates to student and fee data.
- Generate, review, and distribute invoices within strict deadlines; ensure compliance with Accounting and VAT regulations as well as school policies and contractual obligations.
- Monitor and reconcile data between finance, admissions, and student databases to ensure billing integrity.
- Prepare and maintain accurate audit trails for all transactions.

Collections and Customer Relations

- Manage the collection of fees and ensure that payments are received in line with the School's terms and conditions.
- Communicate effectively and empathetically with parents, companies, and sponsors regarding outstanding balances.
- Negotiate payment plans where appropriate, maintaining professionalism and discretion when dealing with sensitive personal circumstances.
- Work collaboratively with the Finance Manager and Director of Finance & Operations to review overdue accounts and agree on next steps.

Reconciliation and Reporting

- Perform regular reconciliations between the fees ledger, bank accounts, and other sub-ledgers.

- Analyse billing and cash flow trends; prepare reports for management, auditors, and the Board as required.
- Produce insightful analytical reports on billing to assist in long-term financial planning.
- Support external audits and provide all necessary documentation related to fees and revenue.

Systems, Innovation, and Process Improvement

- Utilise financial systems effectively; identify opportunities to improve automation, reporting accuracy, and user experience.
- Contribute to digital transformation initiatives such as online payment platforms, automated invoicing, and data analytics tools.
- Ensure compliance with relevant UK financial, consumer, and data protection legislation, including GDPR, Consumer Credit Act, and HMRC guidelines.
- Maintain awareness of Anti-Money Laundering (AML) regulations and apply appropriate due diligence when processing and verifying payments from individuals and organisations.
- Identify and escalate potential compliance or irregular payment concerns to the Director of Finance & Operations.
- Develop and document best practices and standard operating procedures to ensure efficiency and consistency.

Teamwork and Collaboration

- Work closely with colleagues across Finance, Admissions, Operations, and Academic departments.
- Provide support and training to other team members on billing processes and systems.
- Contribute to a culture of continuous improvement, collaboration, and customer service.

Qualifications and Experience

Essential

- A professional qualification in the accounting and finance field or equivalent.
- Substantive experience in an accounting, billing, or accounts receivable role.
- Proficiency with financial management systems (e.g. Business Central, iSAMS, Sage, or similar).
- Advanced Excel and data reconciliation skills.
- Strong understanding of financial controls and internal audit practices.
- Awareness of Anti-Money Laundering (AML) principles and responsibilities.
- Excellent interpersonal and cross-cultural communication skills.

Desirable

- Experience in the education sector, particularly within an international or independent school.
- Familiarity with financial aid administration, bursaries, or corporate billing.
- Experience managing large account portfolios (500+ customers).
- Knowledge of UK accounting standards and charity finance compliance.

Key Competencies and Attributes

- Accuracy and Attention to Detail: Ensures precision and reliability across all financial processes.
- Technological Proficiency: Experienced with finance software, databases, and advanced Excel functions.
- Analytical Thinking: Able to interpret and reconcile complex financial data.
- Communication Skills: Strong written and verbal communication, with diplomacy and cultural sensitivity.

- **Deadline Management:** Works efficiently under pressure, meeting strict billing and reporting deadlines.
- **Compliance Awareness:** Understands financial, AML, and data protection responsibilities.
- **Team Player:** Collaborative, supportive, and approachable.
- **Initiative and Innovation:** Continuously looks for ways to improve processes and customer experience.

This position description is current at the date shown but following consultation may be changed to reflect or anticipate changes in the role that are commensurate with the job title and salary.

The American School in London is committed to safeguarding and promoting the welfare of children and young people and expects all trustees, employees and volunteers to share this commitment. All new appointments will be subject to appropriate checks: Disclosure and Barring Service (DBS enhanced), Disqualification by Association Self-Declaration, Declaration of Criminal Record, checks against the Teaching Regulation Agency (TRA) Prohibition List (Teacher Status Checks) including Identity, Address, Date of Birth, a Full Employment History, Right to Work in the UK, overseas checks where applicable, at least 2 references (one with current or most recent employer, where appropriate) and original documentation of Qualifications (where appropriate). For positions into Senior Management a Prohibition from Management Check (s128 Directive) will also be undertaken.

All posts involving direct contact with children are exempt from the Rehabilitation of Offenders Act 1974. However, amendments to the Exceptions Order 1975 (2013 & 2020) provide that certain spent convictions and cautions are 'protected'. These are not subject to disclosure to employers and cannot be taken into account. Guidance and criteria on the filtering of these cautions and convictions can be found on the Ministry of Justice website. Shortlisted candidates will be asked to provide details of all unspent convictions and those that would not be filtered, prior to the date of the interview. You may be asked for further information about your criminal history during the recruitment process. If your application is successful, this self-disclosure information will be checked against information from the Disclosure & Barring Service before your appointment is confirmed.

Diversity and equality of opportunity are cornerstone values of The American School in London. The American School in London will not discriminate against an applicant or employee based on race, color, religion, creed, national origin or ancestry, sex, age, physical or mental disability, genetic information, gender identity or expression, sexual orientation, marital status, or any other legally recognised protected basis under local law. Read our [Diversity, Equity and Inclusion statement here](#).