

DULWICH COLLEGE
FOUNDED 1619

Information for Candidates

Fees Assistant





Contents

Welcome	3
The College	4
Vision, Values and EDI	5
Dulwich College staff	6
The role	7
Job description	8
Benefits	12
Application procedure	13
Campus map	14



Welcome

Dear Potential Applicant

Thank you for your interest in working at Dulwich College. We are a school committed to providing a wealth of opportunities to pupils and colleagues within a nurturing, equitable and caring ethos.

The College is served by a dedicated and increasingly diverse staff body, comprising some 250 teachers and over 350 operational staff colleagues, who work with a pupil body of around 1,850 across the Senior and Junior Schools and in our co-educational nursery and infant school at DUCKS.

Dulwich College is committed to an ambitious educational vision and social mission: our educational vision is to provide an inspiring education based on the primacy of the classroom within a holistic education; our social mission is to provide access to our education for children of all backgrounds through our bursary provision and the partnership and outreach work carried out by pupils and staff. There are currently over 200 pupils at the College benefiting from means-tested bursary support and we have an ambition to increase this number in the years ahead.

Through the work of our Equity, Diversity and Inclusion (EDI) Forums, wider Pupil Voice initiatives and our forward-looking approach to sustainability, our ethos is one of equity, diversity and inclusion for our pupils and colleagues.

Do read the profiles of some of our staff in this candidate pack, where you'll also find details of some of the benefits of working at Dulwich College. We are committed to providing an excellent place to work where staff can develop their expertise and experience.

You can find out more about every aspect of a College education and our commitment to our wider community on our website www.dulwich.org.uk

As ever
Dr Joe Spence
The Master



The College

Dulwich College is an academically selective independent boys' school in south east London with a tradition of inspired teaching, genuine scholarship and co-curricular breadth.

Situated in 70 acres, yet only 12 minutes by train from central London, the College enjoys outstanding academic, co-curricular and sporting facilities, including The Laboratory, a RIBA National Award-winning Science and Arts building. There has also been an extensive refurbishment of its iconic Grade II* listed Barry Buildings and surrounding landscaping.

Further information about the College can be found on our website www.dulwich.org.uk



Vision, Values and EDI

Vision

Our vision is to be an outstanding school inculcating in every pupil an aptitude for work and study and a sense of service so they have the potential to make a positive difference in the world.

Values

Our values are:

Equity for all;
Respect for all; and
Service engagement of all.

Through these values we seek to encourage curiosity and creativity, compassion and open-mindedness, resilience and integrity, and a collaborative outlook and an appreciation of how we all benefit from living and growing in a diverse and inclusive society.

Equity, Diversity and Inclusion

We proudly celebrate the diversity that exists within our pupil and staff bodies, as well as in our alumni and parent communities, and recognise the important role that our rich array of backgrounds and experiences plays in building a vibrant, forward-looking community. As a result, Dulwich College stands firmly against discrimination and exclusion in all its forms.

We strive to build a supportive community that encourages a sense of social responsibility and which promotes the fundamental British values of democracy, individual liberty, respect and tolerance, and the rule of law. We will continue to work alongside members of our community to progress our inclusion work and embed our core values across all aspects of College life.

All staff have a responsibility to safeguard and promote the welfare of children. The post holder will undertake the appropriate level of training and is responsible for ensuring that they understand and work with the safeguarding policies of the organisation.

As an employer we are committed to promoting and protecting the physical and mental health of our staff.



Katy Millis
Head of Sustainability

Coming from a background in retail management, I joined Dulwich College 22 years ago as the manager of our school shop, The Commissariat. After a number of years in this role I was promoted to head of procurement. Aspects of this role include buying FF&E for new builds, tendering for uniform and sports kit supply and looking after the Colleges utilities portfolio. My interest in Climate Change along with my role in the acquisition of the Colleges energy, water and consumables naturally lead to my current role managing the College Sustainability Action Plan. On a personal note, the College has been a great place to work with opportunities to assist with events such as Christmas Fairs and charity fundraising. I have also enjoyed making friends with both my immediate peers and within the wider college community.



Leslie Okyne
Transport Manager

My role in my previous company as a Sales manager in a passenger transport firm meant that I had to manage a few accounts, including Dulwich College's (Foundation Schools' Coaches) account, as we supplied them with daily coaches. When I bumped into the Transport Manager role on the Indeed website, I did not hesitate to apply for the job, and was very chuffed when I was successful. Working in this capacity has taught me a lot in five years, and Dulwich College has allowed me to blossom into a more responsible individual. Working here has enabled me to acquire new leadership skills and has taught me how to adapt quickly to change.



Jo Foster
Upper School Registrar

I was thrilled to join Dulwich as Upper School Registrar having enjoyed a long and positive connection through my children who were all pupils here. I work alongside a talented, diverse, and dedicated teaching and operational team for whom it is clear that the wellbeing and success of the College's students, as well as its staff, is paramount. The enthusiasm is infectious with opportunities for staff involvement across the College and career progression. My work is varied with each day bringing something new; I could be touring an international student and their family, talking to Year 10 students about joining the College and the bursaries and scholarships available, running entrance examinations, and mentoring one of our EPQ students. Dulwich is a special place to work, and I feel fortunate to be part of a dynamic, busy, and welcoming community where everyone is valued and respected.



Alice Gardiner
Financial Controller

I was attracted to the role of Financial Controller as I considered it to be a great opportunity to transition into a finance-focused position within a supportive, socially conscious, academically minded, and future-focused organisation. I have thoroughly enjoyed settling in – one of the first things that struck me was how friendly and welcoming everyone is. I spent 18 years working for a global professional services firm Ernst & Young (EY). My career at EY covered a diverse range of roles from client delivery for financial services firms to strategic initiatives and latterly as Operations Director for the UK Financial Services Strategy & Transactions team. In addition to my role at the College, I am also the Honorary Treasurer and a Trustee for Home-Start Southwark and a current Dulwich College parent.

“Pupils are exceptionally adept at developing learning styles that suit them individually”

ISI Report, Nov 2021



The role

Fees Assistant at Dulwich College

The Finance department has an exciting opportunity for a Fees Assistant to support the Fees Administration Manager with all aspects of the fees administration process.

The post holder will be responsible for the accurate set-up of pupil/parent fee records in the fee billing system and maintaining the physical and electronic fees records. This includes collation and reconciliation of fee data and banking and resolving fee related queries from parents in a timely manner.

You will be self-motivated with great attention to detail and have experience of working to deadlines with accuracy whilst delivering high standards. You will hold a minimum of GCSE grade C in Maths and English and have at least three year's experience of working within an accounts department in a comparable sized organisation.

60+
clubs and societies
representing enthusiasm,
innovation and diversity

150
visiting speakers at the
College every year

200
pupils at Dulwich have free
or subsidised places

“Pupils of all ages develop excellent knowledge, understanding and skills benefiting from well-structured, engaging lessons”

ISI Report, Nov 2021

“We encourage the boys to question everything, to be as empathetic as possible and strive for excellence in everything they do.”

Sameer Tanna,
Head of Middle School



Job description

Job title

Fees Assistant

Reporting to

Fees Administration Manager

Period of employment

Permanent

Hours of work

22.5 hours per week, all year round, to be worked over 4 days. Working hours are negotiable but will need to be between the hours of 8.30am and 5.00pm. Applications to work over 5 days will be considered for the right candidate.

Salary

60% of £28,000 - £32,000 per year which equates to £16,800- £19,200 per annum

Tasks and duties

Fees Administration

- To accurately set up and maintain pupil/parent records within the fee billing system and manual files. This will include the recording and filing of confidential financial/direct debit information and sensitive handling of contact information.
- To prepare termly summaries detailing adjustments to pupil bursary awards, scholarships, and staff fee remission.
- To record daily fees payments/remittances in the form of cheques, pdq transactions, bank transfers and deposits in addition to managing refunds and termly direct debit activity.
- To assist with the fee billing process of producing fee bills three times within an academic year: by posting termly recurring charges, collating, preparing and uploading additional charges such as lunch, coach etc. into the fee billing system.



- To liaise with other departments to obtain documents containing accurate details of additional charges to enter in a timely manner into the fee billing system then onto fee bills.
- To produce the bills for each of the three terms in the academic year and email them to parents.
- To make subsequent adjustments to fee bills and pupil accounts, before updating and finalising the fee bills.
- To assist with the management of the information and data required for the accurate processing and transmission of three direct debit BACS files each academic year.
- To process credit /debit card transactions on a PDQ machine and run end of day reports daily.
- To be responsible for fee collection credit control and monitoring of billing ledger account balances and activity. To liaise with the College's Legal Assistant where appropriate.
- To reconcile all receipts to the fees bank statements, and post into the fee billing system.
- Print fees transaction reports as appropriate.
- To reconcile fees bank statements to the nominal ledger.
- To collate acceptance forms, supporting documentation and deposit cheques received for new pupils. To prepare information packs about paying fees to send out to parents of new starters.
- To prepare files for new pupil starters and archive files for pupil leavers and ensure all related documents are accurately filed in a timely manner.
- To resolve all telephone and email queries from parents and colleagues concerning fee billing.
- To email termly insurance information to parents via Dulwich Post.
- To liaise with the software support helpdesk (and the Chief Financial Officer) to resolve any problems identified with the fee billing system.
- To prepare and post fee billing related nominal ledger journals.
- To assist in the reconciliation of the fee income billing related nominal ledger accounts including but not limited to tuition fees, boarding fees, registration fees, deposits, music tuition, fee discounts (bursary, scholarship and fee remission).
- To maintain accurate and complete records in adherence with GDPR requirements.



Additional Duties

- To identify improvements to procedures and processes, in order to limit inefficiencies and weaknesses and enhance automation within the Fees department. To highlight these improvements to the Fees Administration Manager.
- To work in close collaboration with the wider Finance team and understand the roles performed by each team member such that as and when directed by the Fees Administration Manager, Financial Controller or Chief Financial Officer you can provide cover and support for finance tasks that are appropriate for your level.
- As a member and representative of the Finance team to provide the necessary assistance and support to the wider College staff and parent community as requested including redirection of queries to the appropriate team member.

All staff have a responsibility to safeguard and promote the welfare of children. The post holder will undertake the appropriate level of training and is responsible for ensuring that they understand and work with the safeguarding policies of the organisation.

All staff must take care of their own health and safety and that of others, observe applicable safety rules, follow instructions for the safe use of equipment and co-operate with managers on health and safety matters (including the investigation of any incident).

Essential qualifications

- Preferably educated to A level standard. Minimum requirement of GCSE grade C in Maths and English.
- Three years' experience working within the accounts office of a comparable sized organisation, particularly in dealing with all aspects of fees/sales ledgers, including all communications with customers/debtors.
- Excellent knowledge of Microsoft Office, particularly proficient in Microsoft Excel and Word.
- Excellent communication skills, both written and oral with a range of stakeholders.



Desirable qualifications

- CCAB or equivalent accounting qualification to part-qualified level.
- Use of WCBS PASS, Microsoft Dynamics GP or similar software packages.
- Experience of working in a school an advantage.

Personal Qualities

- Able to work to deadlines whilst delivering high standards.
- High attention to detail and levels of accuracy.
- Total discretion and confidentiality
- Self-motivated, able to use own initiative to proactively problem solve.
- Strong organisational skills, including planning ahead.
- Ability to work independently as well as part of a team.



Benefits

Financial

- Contributory Pension Scheme
- Fee remission for children at DUCKS, Dulwich College, JAGS and Alleyn's schools
- Paid sabbatical/ special projects leave
- Free travel on the Foundation Coach Service for staff
- Up to 10% discount at the Commissariat
- Discounted rates for private functions
- Subsidised accommodation, subject to terms and conditions

Health & Wellbeing

- Bupa Healthcare Cash-plan including Employee Assistance Programme
- Staff personal accident scheme, incorporating dental
- Enhanced holiday entitlement
- Free membership to Dulwich College Sports Club for staff and their children
- Enhanced sick pay
- Menopause support
- Free lunch, tea & coffee all year round

- Cycle to Work Scheme under salary sacrifice
- Contribution towards glasses, if needed for work purposes
- Discounted rates for use of the Outdoor Centre
- 50% off green fees at Dulwich Golf Club on weekdays

Family Friendly

- Enhanced maternity pay
- Enhanced adoption pay
- Enhanced paternity and shared paternity pay
- Enhanced bereavement leave
- Time off for IVF and Assisted Conception
- Flexible working arrangements including part-time and term-time working
- Priority over the children of non-staff for DUCKS

Social

- Staff events throughout the year, including the End of Year Party, New Starters and Leavers Governors Reception
- A variety of College wide performances and events
- Free Entry to Dulwich Picture Gallery (certain exhibitions are not included)

“If your child is gifted in one area, they will soar here. If they are a good all-rounder they will be encouraged to be a great all-rounder.”

Parent,
The Good Schools Guide

Application Procedure

To apply for this role please visit our [vacancies page](#)

Closing date

21 April 2024

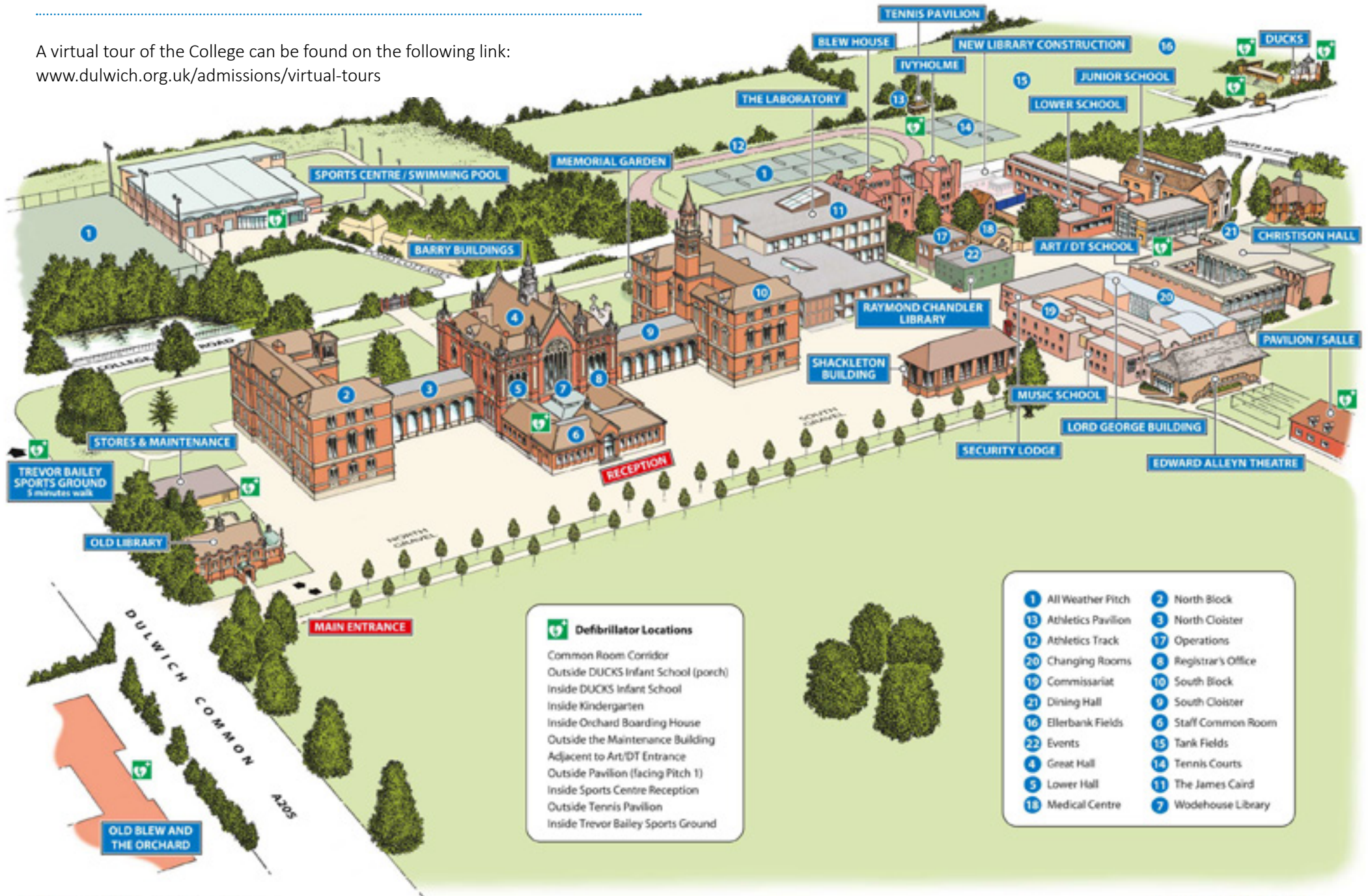
Interview date

Week commencing 29 April 2024

We are committed to safeguarding and promoting the welfare of children. This is the responsibility of the whole College community. We all remain vigilant about safeguarding at the College and we never think that child abuse could not happen here or to our pupils. A DBS Disclosure is required to Enhanced level. The DBS Code of Practice and the Standard and Enhanced DBS Privacy Policy can be found on our website. Charity 1150064

Campus map

A virtual tour of the College can be found on the following link:
www.dulwich.org.uk/admissions/virtual-tours



Defibrillator Locations

- Common Room Corridor
- Outside DUCKS Infant School (porch)
- Inside DUCKS Infant School
- Inside Kindergarten
- Inside Orchard Boarding House
- Outside the Maintenance Building
- Adjacent to Art/DT Entrance
- Outside Pavilion (facing Pitch 1)
- Inside Sports Centre Reception
- Outside Tennis Pavilion
- Inside Trevor Bailey Sports Ground

- | | |
|-----------------------|----------------------|
| 1 All Weather Pitch | 2 North Block |
| 13 Athletics Pavilion | 3 North Cloister |
| 12 Athletics Track | 17 Operations |
| 20 Changing Rooms | 8 Registrar's Office |
| 19 Commissariat | 10 South Block |
| 21 Dining Hall | 9 South Cloister |
| 16 Ellerbank Fields | 6 Staff Common Room |
| 22 Events | 15 Tank Fields |
| 4 Great Hall | 14 Tennis Courts |
| 5 Lower Hall | 11 The James Caird |
| 18 Medical Centre | 7 Wodehouse Library |



DULWICH COLLEGE
Dulwich Common, London, SE21 7LD
Telephone: 020 8693 3601
Email: info@dulwich.org.uk
Web: www.dulwich.org.uk

Independent School of the Year 2022
for Contribution to Social Mobility

