

Role Profile & Person Specification

Job Title:	Credit Controller
Department:	Finance
Location:	Office Based
Role reports to:	Head of Finance

Role Profile

<p>Purpose of Role The Credit Controller is responsible for ensuring the timely collection of outstanding payments, minimising bad debts and maintaining customer relationships</p>
<p>Key Responsibilities:</p> <p>Credit Control</p> <ul style="list-style-type: none"> • Carry out agreed credit control activities • Co-ordinate the monthly credit control process, including: <ul style="list-style-type: none"> ○ Issue statements to debtors ○ Issue letters and take proceedings as appropriate • Prepare monthly credit control information for management, including aged debtors report and commentary • Prepare debtor write-offs • Manage requirements arising from liquidation notifications • Attend credit control meetings as required • Keep up to date with current credit management procedures and techniques • Identify improvements to credit control processes and implement as agreed <p>Customer Engagement</p> <ul style="list-style-type: none"> • Build relationships with customers by telephone and email. • Provide solutions to customer problems to enable best customer experience. <p>Systems/Other</p> <ul style="list-style-type: none"> • Carry out data extraction and manipulation from various platforms including : <ul style="list-style-type: none"> - Sage 200 - ProDrive - QLMS - LMS • Work with Finance Assistant and Assistant Financial Accountant to ensure maximum debt collection • Work with the IT department to ensure maximum data integrity and accuracy. • Review and propose improvements to the process of gathering pipeline information and assist with the implementation of any process changes. • Provide support to the Head of Finance as required • Carry out other tasks and activities as required by the Head of Finance
<p>Key Performance Indicators:</p> <ul style="list-style-type: none"> • Stakeholder feedback • Key deadlines met (monthly, annual, project)
<p>Key Relationships:</p> <ul style="list-style-type: none"> • Finance team

<ul style="list-style-type: none"> Key Stakeholders – Executive Directors Team (EDT), Senior Management Team (SMT), other managers
<p>Job Context:</p> <ul style="list-style-type: none"> The job-holder reports to the Head of Finance.
<p>Job Dimensions:</p> <ul style="list-style-type: none"> Proactively identifies how procedures & policies can be adapted to better suit the needs of the organisation The job-holder has read only access to key systems in the organisation (including Sage 200, ProDrive, QLMS)
<p>Authority Level:</p> <ul style="list-style-type: none"> Financial - none

Person Specification

<p>Essential Knowledge & Experience</p> <ul style="list-style-type: none"> Experience in credit control or a related finance role Strong financial analysis and business partnering experience Experience using a range of financial and non-financial systems
<p>Desirable Knowledge & Experience</p> <ul style="list-style-type: none"> Hands on management accounting experience, ideally using Sage 200 Expertise using data warehouse reporting systems to analyse/manipulate data to produce useful reports
<p>Required Skills & Abilities</p> <ul style="list-style-type: none"> Strong verbal and written communication skills Ability to interact with staff at all levels in an effective manner Advanced excel skills, ability to present complex data in a simple format Flexible, able to prioritise and organise workload effectively
<p>Other:</p> <ul style="list-style-type: none"> Credit/background check due to nature of role