

Job title	Credit Controller - Temporary
Reports to	Interim Head of Finance Shared Services
General scope of post	<p>The jobholder is part of a team responsible managing delinquency by interacting with residents and other clients who have become delinquent on their contracted payments, thereby minimising risk and exposure to bad debts.</p> <p>The jobholder will undertake all elements of credit control; from reviewing delinquent accounts, contacting debtors, inputting data, sending copy invoices/credit notes, processing card payments, updating and maintaining account information and dealing with queries.</p>
Key accountabilities	<ul style="list-style-type: none"> • Reviews delinquency reports and agrees collection plan with team leader for debt recovery ensuring that appropriate action is taken to recover outstanding funds; • Analyses and monitors all assigned aged debtors and actively works to reduce delinquency. Ensures prompt action is taken for non-payment or continued late payment; • Proactively contacts debtors to chase payment for outstanding debts on a daily basis by letter, telephone and email in accordance with set credit control procedures and Trust policy; • Initiates collection calls to local authority or other major account holders. Researches and resolves delinquency / billing issues on these complex accounts which have resulted in non-payment of outstanding amounts; • Resolves queries on delinquent accounts by providing copy invoices, credit notes or other documentation as required and liaises internally to progress any problems which are being handled by another function/team in order to achieve debt recovery; • Evaluates if credit notes or addition billings need to be to be issued and agrees payment plans with debtors where required. Raises appropriate internal documentation to ensure that additional credits/billings are proceed accurately and in a timely manner in line with internal processes and procedures; • Liaises with the Residents Accounts team, Home Managers and Home Administrators as necessary to ensure that resident records are correct and that any queries or problems are resolved, delivering excellent customer service standards. Escalates process issues and non-conformance as required; • Provides supports to the Residents Accounts team to allocate receipts to residents accounts and to help resolve issues with unassigned receipts and payment discrepancies through research, analysis and communication; • Recommends to team leader for delinquency accounts for which may require

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legal action, and or reserve/write off;

- Maintains a diary of all communication with the customer on the Trusts core systems and tracks expected payment dates. Interacts with debtors to follow up if expected payments have not being received;
- Provides departmental cover as and when required according to Manager's instructions;
- Accurately and timely records data in financial systems such as Coldharbour and prepares journal entries in Coda as part of monthly close where necessary;
- Assists in maintaining and archiving resident account data and records in a safe manner to ensure compliance with data protection and other regulations. Provides supporting documentation and assistance with internal and external audits;
- Ensures and maintains strict confidentiality over employee data and proprietary Trust information, ensuring full compliance with Data Protection Act provision and internal policies;
- Assists, and in some cases leads in the review and development of credit control processes, procedures and systems.

Number of direct reports

This position has no direct reports.

Financial responsibility

Part of the Residents Accounts team responsible for managing delinquency by thereby improving cash flow, minimising risk and exposure to bad debts. Refer to current financial metrics document for current year responsibilities.

Knowledge, skills and abilities

Detailed requirements for technical knowledge, skills and abilities for this position are outlined in the person specification. The jobholder will have a track record of proven experience in the above key accountabilities, specifically within a high volume and fast paced environment.

Person Specification

ESSENTIAL	DESIRABLE
<p><u>Qualifications:</u></p> <ul style="list-style-type: none"> • 2 A Level passes (grades A*- E) plus 3 GCSE passes at grades A-C; • Recognised credit control qualification; • Has shown evidence of own career and professional development. <p><i>Note: If the individual has a thorough working knowledge of credit control and debt recovery processes and is able to prove competence and relevant experience then qualification requirement may be waived.</i></p>	<ul style="list-style-type: none"> • Undergraduate degree preferably in accounting and/or finance; • Level 3 Diploma ACICM.
<p><u>Knowledge and Experience:</u></p> <ul style="list-style-type: none"> • Extensive collection and debt recovery experience with large, multi-site organisation; • Working knowledge of legislative rules and guidance covering consumer protection in relation to debt recovery; • Knowledge of legal action procedures to recover debts; • Excellent systems experience including proficiency in Microsoft Excel (Intermediate level such as pivot tables and v look ups), Word, and PowerPoint. Good working knowledge of general ledger, credit monitoring and accounts receivable systems; • Demonstrated mathematical and analytical knowledge the ability to choose the right mathematical methods or formulas to solve a problem; 	<ul style="list-style-type: none"> • Experience of working in the care or 'not for profit' sector; • Experience of working for a multi-site organisation; • Previous experience of Coldharbour Income Processing system.

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<p><u>Skills and Abilities:</u></p> <ul style="list-style-type: none"> • Negotiates or mediates disagreements competently, focusing on the situation rather than emotions. Maintains a positive relationship throughout negotiations; • Demonstrates diplomacy and anticipates and avoids unnecessary conflict; • Carries out individual responsibilities within a team structure. Shares information and ideas across the team and contributes towards team development and performance to achieve goals; • Demonstrates a strong work ethic, and preserves in order to achieve results and meet deadlines; • Maintains effective performance under pressure but knows when to ask for assistance from appropriate individuals; • Able to communicate information and ideas (written or orally) in a clear, concise manner; • Proactively seeks out opportunities to improve current processes and contributes ideas to continuously improve the quality of service provided by the function; • Conducts self in a professional manner at all times and respects the rights and feelings of others; • Understands the importance of confidentiality, financial controls and credit control procedures; • Pays care and attention to the quality of work output. Continues to learn and develop the competencies required for current and future roles; • Understands the goals and strategies of the Trust and aligns own work accordingly. Understands how the job responsibilities relate to the larger work of the Trust. • Able to work independently under own direction and initiative in a time sensitive environment; • Ability to prioritise and organise workload, multi-task, adapt quickly to change, and deliver under the pressure of deadlines. 	
<p><u>Ability to meet job requirements</u></p> <ul style="list-style-type: none"> • Meets legislative requirements governing the right to work in the UK; • Very fluent in English; • Must be available to work early mornings or late afternoon / early evenings; • Willing to work overtime as needed to meet requirements; • Willing to attend meetings and training in other Trust locations during office hours; • Occasional overnight stays where required. 	