

Role Profile - Credit Controller

Role Levelling

U3

Purpose	Key Relationships
<p>To be responsible for credit control and debt collections in line with agreed policies, within a robust framework of overall credit control.</p> <p>Have a strong ability to manage difficult and sensitive debt situations whilst implementing the credit policy of the Society and minimising overdue debt by achieving daily targets and meeting SLA / KPI's.</p>	<p>Colleagues from across the Society, third party providers, bank relationship managers, finance, operational managers, sheriff officers or court officials, auditors & accountants, HMRC</p> <p>Primary internal contacts - Finance and Operational managers</p> <p>Primary external contacts - Debt collection agent, Customers, Sheriff officers, court officials</p>

Key Accountabilities	Measures of Success	Experience/ Qualifications Required
<ul style="list-style-type: none"> • Regular communication with key internal customers on important issues impacting credit control and wider processes • Escalation of business critical issues to Purchase to Pay Manager • Deliver a service which meets the agreed SLAs / KPIs, and continuous improvement • Ensure work is delivered in line with agreed processes and procedures for: <ul style="list-style-type: none"> ➢ Effective debt and litigation management ➢ Negotiation of debt repayment plans with customer ➢ Effective handoff to and from debt collection agencies ➢ Repayment plan monitoring ➢ Returned payments ➢ Credit terms reviews ➢ Debt recovery processes ➢ Maintain effective records to ensure all dealings with customers are recorded ➢ Process payments received as part of debt chasing activities (e.g. Credit card payments) 	<ul style="list-style-type: none"> • Debt levels / debt collection metrics • KPI's, SLA's and personal objectives achieved • Positive colleague feedback • Accuracy of work 	<ul style="list-style-type: none"> • Good telephone manner • Account reconciliations excellent analytical, communication and IT skills • Excel - Production of pivot tables and vlookups • Ability to manage difficult and sensitive debt situations • Experience of working in a demanding environment