



Job Description

Job Title:	Credit Control and Risk Co-ordinator
Salary:	£25k - £35k depending on experience
Hours:	40 hours a week
Location:	Swanwick
Department:	Risk & Compliance

Overview:

We require a credit controller to ensure that invoices for recruitment services are paid promptly. The role will require attention to detail, ensuring that complex invoicing procedures are followed, and relationships are established with key contacts across our client base.

Role Description

The credit controller will be involved with managing risk by reviewing credit reports. Risk will be reviewed on an ongoing basis and concerns escalated to our Head of Risk & Compliance. All credit risk is insured, and our credit controller will be required to liaise with our insurance company as and when required.

Although much of our credit control process is automated, it is an important requirement to contact certain accounts by telephone. The credit controller should establish the reason for late payments and promptly provide information to enable payments to be settled straight away.

On rare occasions when late payments are protracted, we may need to take legal action. The credit controller will be responsible for managing the escalation process, instructing solicitors to send letters to late payers and preparing case information for solicitors if required.

The role will also include providing support and cover to other areas of the Risk & Compliance team.

Responsibilities

These are the responsibilities and requirements and accountabilities for this role, broken down into the 4 core areas of our business.

<p>PEOPLE</p> <ul style="list-style-type: none"> • Effectively and openly communicate with the sales, marketing and finance teams. • Liaising with recruiters via telephone to build relationships, ensuring high customer satisfaction and loyalty. • Liaising with direct clients via telephone to understand their internal payment processes to ensure timely payment in an efficient but friendly manner. • Responsible for preparing case information to the HOD for effective legal action. 	<p>OPERATIONS</p> <ul style="list-style-type: none"> • Support the SMT in creating procedures and policies to improve the business. • Report to HOD on outstanding issues, whilst highlighting potential debtor problems. • Assessing risk on an ongoing basis by reviewing credit limit usage and reporting issues to the HOD. • Gathering information on all debtors from the relevant teams whilst taking responsibility for a resolution. • Utilising all areas of the Backoffice system to assist with data gathering and monitoring of accounts.
<p>CLIENT</p> <ul style="list-style-type: none"> • Understanding the process for different types of clients and how these incorporate into Backoffice and impacted the credit control process. E.g., self-bill, client portals • Identifying trends in late payment and providing ideas and solutions to prevent recurrence. • Effectively documenting historic events regarding client accounts on the Backoffice system for full visibility and detailed audit trail. 	<p>FINANCIAL</p> <ul style="list-style-type: none"> • Managing the collection of all payments and debts in a timely manner. • Ensuring funds received are correct and allocated on day of receipt. Any discrepancies to be raised promptly with the payee and monitored until resolved. • Identify problems in relation to late invoice payments. • Reconciling complex accounts that are at escalation stage. • Continuously monitoring debtor balances to ensure a reduction in debtor days. • Ensure credit control responsibilities are followed and review accordingly. • Communicating external instructions from clients or recruiters which fall outside the standard 3R credit control process to the operations team for collective review.

Person Specification

Knowledge, Skills & Experience

Whilst experience in a credit control role would be desired, it is not necessarily essential. The ability to confidently communicate, be organised, thorough and methodical are all key attributes that would be strengths of the successful candidate for this role.

We see this role as an opportunity to build a broad understanding of the business and provide a platform for further progression within the company in the future.

Key qualities that would be required to achieve the responsibilities of the role.

- Organisation skills.
- Confidence and clear communication skills.
- Proactive – always thinking about the future and planning and preparing.
- Ambition and drive to succeed.
- To be thorough and pay attention to detail.
- Firm but fair approach
- Resilience and an ability to work well under pressure.
- The ability to listen to customers and negotiate solutions.
- Multi-tasking and prioritizing.

Qualifications

Outline any specific qualifications they require and those that are mandatory.

- Educated to A-Level or Degree Level