

Job Description

Job Title:	Credit Control Administrator
Salary:	£21,000 – £27,000
Hours:	Full-time (40 hours/week). We are open to part-time arrangements, provided the candidate is available to work every weekday (Monday to Friday)
Location:	Swanwick
Department:	Risk & Compliance

Overview:

We require a detail-oriented and proactive Credit Controller to ensure invoices are paid promptly and in full. This role involves supporting a portfolio of client accounts, understanding complex invoicing procedures, and building relationships with key client contacts to expedite payments. Familiarity with working across systems and platforms (e.g. client portals) is important, along with a collaborative approach within internal teams.

Role Description

The Credit Controller will assist with managing outstanding debts, ensuring timely payment of invoices, and support resolving client and recruiter queries professionally and efficiently.

While the credit control process is largely automated, this role involves taking responsibility for exception accounts and following up on overdue payments. The Credit Controller will support building good relationships with key contacts across client organisations, to help resolve any payment issues quickly.

Performance will be measured through key metrics such as reduction in debtor days, resolution time for invoice queries, and overall client satisfaction.

The successful candidate will also provide support and cover to other areas within 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.

PEOPLE <ul style="list-style-type: none"> Communicate openly and effectively with the sales, marketing, and finance teams to ensure alignment on client payment status and invoicing accuracy, and account-specific requirements. Build and maintain relationships with recruiters through regular telephone contact, fostering collaboration and ensuring a consistent client experience. Proactively engage with clients via phone and email to understand their internal payment processes, resolve issues, and encourage timely payments in a professional and personable manner. Collaborate with internal teams to escalate cases that require further investigation and intervention. 	OPERATIONS <ul style="list-style-type: none"> Contribute to continuous improvement by identifying opportunities to enhance credit control procedures, systems, and workflows. Provide regular updates to HOD on aged debt, overdue accounts, and emerging risks, proactively flagging any accounts that may require escalation. Use the Backoffice system to accurately document and monitor all credit control activities, including client interactions, payment promises, and issue resolutions. Monitor shared credit control inboxes, respond to general enquiries where appropriate, escalate complex issues to the HOD,
CLIENT <ul style="list-style-type: none"> Learn and support client invoicing processes, including self-billing, use of client portals, and vendor setup, and understand how these link to the Backoffice system and credit control tasks. Help identify patterns in late payments and suggest ideas to support quicker payment in the future. Keep clear and accurate records of client account activity in the Backoffice system to support team visibility and compliance. 	FINANCIAL <ul style="list-style-type: none"> Support the collection of payments by following up on outstanding invoices and helping ensure clients pay within agreed terms. Ensure all incoming funds are correctly allocated on the day of receipt. Promptly raise and monitor any discrepancies with the HOD until fully resolved. Identify problems in relation to late invoice payments. 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 HOD for review and approval.

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.
- Resilience and an ability to work well under pressure.
- The ability to listen to customers.
- Multi-tasking and prioritizing.

Qualifications

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

- Educated to A-Level or equivalent