

Name:

Department (and Section where appropriate): Finance

Grade: G2

Job Title: Credit Control Assistant

Immediate Line Manager (Job Title): Credit Controller

Job Purpose

To proactively and efficiently maintain the debtor days at a low level. This is to be done by pursuing debtors by phone and email to ensure queries are dealt with and monies are collected and allocated within a timely manner.

Main Duties (including % of time spent)

- Proactively chasing clients by email, phone and letter to ensure that they pay on payment terms.
- Efficiently liaising internally and externally to resolve queries to prevent delayed payments.
- Maintaining and strengthening relationships with both colleagues and clients internally and externally.
- Assisting in the monthly reporting to management on Key accounts, to identify areas of concern.
- Production and allocation of invoices, credit notes when required.
- Ensuring that the chase cycle is adhered to and chase letters are sent out following this process.
- To process invoices on client's Online portal systems.

Knowledge, Skills & Experience

- Proven experience in Credit control and/or Accounts receivable role.
- 5 GSCE's or equivalent
- Strong IT skills in Word and Excel
- Ability to work proactively.
- Being able to adapt well to inter-departmental process changes.
- Must have excellent communication, organisational and Interpersonal skills.

KEY TASKS & RESPONSIBILITIES

1. Communications

- Verbal and written communication with clients and colleagues to negotiate payment dates.
- Proactive communication internally and externally to resolve queries.

2. Analytical Skills & Creativity

- Ability to have good organisational and prioritisation skills to ensure that debts are managed and collected in a timely manner.
- To be able to adapt well to multiple systems and being able to recommend more efficient processes if required.

3. Management of Activities

- Responsibility for the collection of debt on own portfolio of clients.
- Ensuring compliance against business management requirements is met.

4. Management of People

N/A

5. Management of Finance & Resources

- Assisting in the debt collection of the £4m sales ledger book.

6. Autonomy & Accountability

- Working under direct instruction but with limited supervision of individual tasks.
- Empowered to contribute to departmental activities outside direct sectional focus following consultation with line management.
- Accountable for maintaining debtor days at a low level and assisting to a clean ledger book

7. Working Environment

Office based, Chipping Campden site.

8. Other designated job roles (Please tick those applicable)

Quality Co-ordinator
 Safety Co-ordinator
 First Aider
 First Aid Leader
 Fire Officer
 Fire Leader
 Software Co-ordinator
 Trained internal Auditor
 Equipment Officer
 Departmental Archivist
 Hygiene Manager
 Process Hall Manager
 Event Director
 Risk Assessor
 Biological Safety Officer
 Safety Representative
 Safety Committee Member
 Sample Receipt Steward
 Authorised Driver (in line with Car Policy)

DSE User**Manual Handler****Signed & Dated**

Job Holder Date

Line Manager Date