

Name:

Department (and Section where appropriate): Finance

Grade: G3

Job Title: Credit Controller (Fixed Term Maternity Cover)

Immediate Line Manager (Job Title): Finance Head of Department

Job Purpose

To oversee and manage all aspects of the Credit Control Section and in particular the effective utilisation of staff and systems, to facilitate timely accurate and cost-effective support to the operational business.

Main Duties (including % of time spent)

- Overseeing and prioritising the sales ledger to ensure bad debt and business risk is kept to a minimum (65%)
- Staff management including development, motivation and efficient utilisation (5%)
- Ensure operational efficiency through resource management and process improvement (10%).
- Manage technical delivery of outputs to agreed deadlines (15%).
- Implement required systems of business management (including H&S) control (5%).

Knowledge, Skills & Experience

- Technical knowledge of double entry bookkeeping.
- Use and application of a credit checking facility.
- Proven effectiveness in managing credit control function services/research outputs.
- Well-developed communication skills
- Aptitude for evaluating and managing system and cultural change.
- Strong IT skills specifically Excel and Word.

KEY TASKS & RESPONSIBILITIES

1. Communications

Verbal and written communication with clients and staff to negotiate payment.
Proactive communication of information to the HOD and cascaded information and instructions to team members

2. Analytical Skills & Creativity

Ability to assimilate multiple information streams and opinions to make sound decisions/recommendations and offer a structured approach to problem solving.

3. Management of Activities

Responsibility for operational activities within the section including work allocation and delegation and service quality.
Management and accuracy of the sections work.
Ensuring compliance against business management requirements including internal audit schedules and clearance of actions.

4. Management of People

Head of Department - JOB HOLDER - Team members

Total of 2 direct reports.

Responsible for appraisals, ongoing performance review, training and development of direct reports.

5. Management of Finance & Resources

Responsible for debt collection of £4m.

6. Autonomy & Accountability

Working primarily under the supervision of the Head of Department but with general autonomy for decisions on debtors.

Empowered to initiate and contribute to departmental activities outside direct sectional focus following consultation with line management.

Accountable for sectional performance in relation to service delivery/quality.

7. Working Environment

Office based.

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