

Job Description

NAME: //

JOB TITLE: Credit Controller

DIVISION: Finance

OFFICE: Kidderminster

RESPONSIBLE TO: Financial Operations Manager

PURPOSE OF ROLE

To develop, implement and maintain an effective and professional credit control system for the firm. To ensure that tasks are undertaken in a timely and effective manner. To strive for continuous personal development at work.

PRINCIPAL DUTIES AND RESPONSIBILITIES

Tasks and Activities:

1. To review the Company Credit Control Procedure and develop and implement any enhancements where required.
2. To manage the outstanding balance falling due and contact clients before balances become overdue to confirm payments.
3. To chase all debts overdue for payment using appropriate methods.
4. Where required, to pass matters to Litigation division to ensure outstanding debts are bought to a satisfactory conclusion.
5. To produce reports to fee earners/divisional heads and the Management Board.
6. To maintain effective lines of communication with fee earners at all offices to discuss debts and resolve issues.
7. To undertake any other duties which may be required on an ad-hoc basis.

Generic Responsibilities and Expected Standards:

1. To assist with the implementation of good working practices, maintain a high standard of work and client service/care within your area of responsibility, in accordance with the firm's policies, procedures and guidelines and/or as directed by your line manager.
2. To use initiative on all matters.
3. To ensure confidentiality and security for all firm and client documentation and information.
4. To undertake any specific training course as and when required.
5. To effectively demonstrate the firm's values and behaviours at all times.
6. To maintain clear and precise communications with other members of staff and assist other members of staff when required.
7. To develop good working relationships with external institutions, organisations and other third parties.

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8. To ensure that any equipment supplied for the purpose of your work is used correctly, maintained and any defects/faults are reported.
9. To ensure that Health & Safety principles and safe working practices are followed at all times. Employees have a legal duty that gives them responsibility, so far as is reasonably practicable, to ensure that they do not endanger themselves or anyone else by their acts or omissions.
10. To cooperate with the firm on Health & Safety matters and do not interfere with or misuse anything provided for health, safety and welfare purposes.
11. To keep areas of work clean and tidy.
12. All employees have a responsibility to carry out their work with due regard for the environment.

PRINCIPAL CONTACTS

- Clients to discuss debts, arrange payments including payment plans and taking card payments
- Regularly with the team manager, along with the Finance Director and Finance Manager.
- Also, across the business with Partners, Divisional Heads, Fee Earners, Secretaries and support staff;
- External auditors;

PERSON SPECIFICATION

Skills, Knowledge, Experience and Attitudes

1. A proficient level of literacy and numeracy.
2. Previous experience of credit control activities.
3. IT literate with experience of the Microsoft Office suite of applications e.g. Word, Excel and Outlook.
4. A high level of attention to detail.
5. Ability to interact effectively with others, both face-to-face and over the telephone, including an excellent telephone manner.
6. Committed to excellent client service.
7. Focused on achieving goals, adopting a proactive can do attitude.
8. Uses initiative, works creatively and solves problems.
9. Highly motivated and willing to learn.
10. An understanding of and adherence to General Data Protection Regulation (GDPR), and maintaining confidentiality and integrity at all times.

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SUMMARY

The details outlined in this job description reflect the content of the post at the date the job description was prepared. It is inevitable that over time the nature of a defined job role will change, existing duties may be lost and other duties gained without changing the general character of the work or level of responsibility entailed. It is intended that this job description will be revised from time to time in discussion with the post holder.

In addition, you may be expected to perform other duties commensurate with this position or as required to assist the business needs. Any additional tasks will be kept within your abilities and skills range, and training will be provided if necessary. Such agreement should not be unreasonably withheld.