



Job Title	Credit Controller
Sub Business Unit	Restore Information Management
Department.	Credit Control
Location	Wolverhampton
Reports to (direct)	Receivables Manager – Tracey Rowland

About Restore PLC

Restore PLC is the UK's largest independent document and business lifecycle services provider, We provide integrated information and data management, business digitisation, secure recycling of paper and technology assets. Restore provides mission-critical services through three specialist divisions, operating from over 80 UK locations.

About Restore Information Management

Restore Information Management is the leading UK owned provider of information management services. Specialising in secure document storage, scanning, digital customer communications and hosting. Our approach helps organisations protect, transform and access their information seamlessly and efficiently. With a focus on innovation and customer-focused solutions, we help organisations streamline and management their information and communications to stay competitive in today's fast-paced market.

Role Purpose:

As a Credit Controller, you will play a crucial role in managing and maintaining our credit control function, ensuring timely collection of outstanding debts, whilst minimising bad debt. Maximise cash flow. This role will work closely with other credit controllers and the finance team, reporting to the Receivables Manager.

Key Tasks:

- Maintaining individual debtor's ledger
- Working closely with customers to resolve purchase order/portal difficulties arranging meetings as required
- Chasing outstanding debtors by telephone, email, and letters.

Security Classification: Internal

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002	20/01/26	(Name + date)	20/01/26	Director of People XX/XX/2026	Resourcing Manager

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- Adding all notes to customer accounts on Credit Hound
- Provide copy Invoices and statements as required
- Working closely with internal sales/invoicing teams
- Resolving customer account queries
- Daily, weekly meetings with internal teams
- Administering credit card payments as required
- Credit risk analysis and credit checks via Credit Safe
- Completing monthly comprehensive cash flow forecasts analysis for Digital
- Escalating to management all overdue debt if not paid within the agreed payment terms continually

Skills, Knowledge & Experience required:

Essential

- Proficient skills in Microsoft applications namely Excel
- Good numeracy skills
- Proactive, confident, persuasive, persistent, determined polite with the ability to prioritize and manage problematic situations with a strong work ethic
- Able to meet strict deadlines in a fast-paced environment.

Preferred

- Responsible for chasing all public sector debt
- To reduce aged debt to 4% or less for all invoices outstanding between 90 and 120 days
- To provide and achieve monthly cash flow forecasting
- To maintain a strict 40-day debtor days (or Days Sales Outstanding)

Personal Specifications for this role would be to include but not be exclusive to:

- Background in conducting credit control duties in a B2B environment
- Ability to communicate with clients effectively, and resolve any issues
- Able to show business and commercial intelligence when working with clients
- Natural problem solver
- Team player with a positive outlook, also able to work independently

Compliance Requirements:

- Adhere to all site accreditations that need to be upheld.
- Support the Service Delivery Manager and quality team with internal and external audits.
- Ensure compliance regarding code of conduct, quality management systems, BCP, environmental, information security, legal admissibility in accordance with the Company guidelines.

- Completion of all mandatory ISO management system and BS 10008 awareness training is required to be completed on annual basis.
- Compliance with ISO 9001 Quality Management, ISO 45001 Occupational Health & Safety, ISO 27001 Information Security, BS 10008 Evidential Weight & Legal Admissibility Management system requirements as defined in all applicable policies, procedures, and training & awareness requirements.
- Adherence to the company Acceptable Use Policy.

Other Information:

LINE MANAGEMENT:

Tracey Rowland

CONTACT WITH OTHERS:

- Primarily:
 - Line Managers, Supervisors, Section Leaders and Employees

*** The above is not an exhaustive list but an outline of all Service Delivery Operational duties. All Restore colleagues are advised that they may be asked to perform tasks and be given responsibilities as reasonably requested.

APPROVALS:

Director of People

Name:

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Signature:.....

Date:.....

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Post Holder

Name:

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Signature:.....

Date:.....