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| **Job Title** | Credit Controller |
| **Business Unit** | Restore Technology |
| **Department.** | Finance |
| **Location** | Cardington, Bedford, Bedfordshire |
| **Reports to (direct)** | Finance Team Leader |

**Main Purpose of the Role**

The business is looking to recruit an experienced Credit Controller to actively manage the debtors of the business in our new in-house function. Supporting the Financial team, the Credit Controller will strengthen the cash flow position of the business, build and maintain relationships with internal and external stakeholders and will assist in developing and implementing improved cash collections processes and controls in a rapidly evolving and dynamic business environment.

**Key Tasks**

* Proactively manage and collect debts from company debtors
* Assist with setting up the terms of credit for new clients
* Work closely with the cashier to ensure customer accounts are up to date
* Establish and maintain regular communications with clients to facilitate periodic payments
* Deal with queries and liaise with site managers and sales team members to achieve resolutions to outstanding issues
* Regularly reconcile sales ledger
* Produce weekly and monthly reports for key stakeholders and provide reports for month end board pack
* Review, suggest improvements and assist in the implementation of improvements to the processes and controls around all aspects of credit control
* Any other duties as required by management for the smooth and efficient operation of the department, including cover across the team, as required.

**Skills, Knowledge & Experience Required**

* Strong communication skills (written & verbal) and ability to form successful working relationships
* Excellent organisation & planning skills with the ability to work to strict deadlines while maintaining the quality and accuracy of the work
* Previous experience as a Credit Controller essential
* Ability to calmly deal with problematic clients and key stakeholders
* Work collaboratively within a team
* Excellent attention to detail
* Ability to work in an evolving and fast paced environment
* Competent user of Excel and familiar with Windows based products

\*\*\* The above is not an exhaustive list but an outline of your duties. All Restore employees need to be aware that they may be asked to perform tasks and be given responsibilities as reasonably requested.

**Behaviours**

* Communication – Actively presents information and ideas to people of all levels
* Commitment – Actively demonstrates belief in the company through positive language and promoting a team ethos
* Commercial Awareness – Demonstrates resilience and perseverance in driving for improvement
* Initiative – Proactively identifies issues and provides suggested solutions
* Flexibility – Comfortable with change and process improvement
* Ownership – Owns tasks and delivers on time, on cost and quality
* Teamwork – Proactive in assisting others and puts the needs of the team before self
* Curiosity – Proactively seeks knowledge and understanding

**OTHER INFORMATION**

**COMPLIANCE RESPONSIBILITIES**

* Adhere to all Company Policies and Procedures contained in the Codes of Conduct, Information Security, Environmental, Health and Safety and Quality Management Systems
* Report any Health & Safety, Quality, Information Security, Environmental and Business Continuity & Disaster Recovery incidents to your supervisor/line manager

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| **APPROVALS:**  **Line Manager**  Name: ………………………………………………...  Signature:……………………………………  Date:…………………………………………… | **Post Holder**  Name: ……………………………..………………………..  Signature:…………………………………………  Date:……………………………………………… |

**The company reserves the right to amend or update this job description as the demands of the business develop. A copy of the signed job description should be returned to your local People Team.**