

## **Interim Credit Control Manager (6 Month FTC)**

An opportunity has become available for a fixed term Credit Control Manager based at our Head Office in Northallerton.

**Location:** Northallerton, North Yorkshire

**Hours:** 37.5 hours per week

**Salary:** £28,000 - £30,000 Per annum

### **JOB ROLE**

The Interim Credit Control Manager role has two primary areas of responsibility:

#### Credit Control Team Leader – Maternity Cover

The first responsibility of the post-holder will be to cover the day to day management of the Credit Control Team for the final six months of the Credit Control Team Leader's Maternity Leave. The core remit will be to manage the collection of outstanding monies so as to maximise cash flow and minimise bad debt write offs by the Company, and to ensure that the Company's customers are invoiced in an efficient manner.

The team currently has three permanent credit controllers and one short term temp. The business operates Sage 200 and ISYS IT systems and also utilises Outlook and Excel.

The successful candidate must be able to demonstrate a proven track record of leadership, and an in-depth knowledge of the credit control function; so as to be able to hit the ground running in taking on management of the team.

#### System Implementation – Credit Hound & the new business operating systems.

The second area of responsibility for the role will be to spearhead an ongoing process to improve and develop the group's credit control processes and debt collection systems. This will include the implementation of Credit Hound and the new business operating system.

It is key to the success of this role that the successful candidate has the personal qualities required to implement a new system. They need to be highly organised with a thorough attention to detail, have the ability to critically evaluate and document processes and lead the implementation process with drive, enthusiasm and focus.

### **CORE RESPONSIBILITIES, TASKS & DUTIES:**

- Work to manage and develop the credit control team on a day to day basis through a supportive mentoring approach.
- Undertake monthly 1-1s and periodic APRs. Ensure all HR procedures are adhered to.
- Lead the process of recovering overdue debt, and ensure that new debt is recovered in a timely manner to avoid becoming overdue.
- Work with the business to obtain support for debt recovery and improve any supporting processes that are inefficient.
- Critically evaluate and document all the current credit control processes and develop modified processes for approval, including those required for the new systems.
- Ensure the credit control team complete all tasks to time and SLA's are established and met. Identify any weakness in process and agree resolutions with the Financial Controller.
- Operate the Company's credit policy, and review and suggest changes that may be required to it.

- To process new accounts are ensure these are actioned in a timely manner within the current SLA, applying the credit checking as per the credit policy.
- Develop the collection process, including stops and any required legal action so that the team minimise the level of overdue debt meeting any required SLAs
- Ensure the swift resolution of customer queries, and that all queries are managed as per agreed processes.
- Keep the Sales Ledger up to date through strict 'housekeeping', this includes the review of unallocated cash, self-bill reconciliations and unpaid accounts.
- The production of a regular reports including the bi -weekly aged debtors report for review by the Finance Director, with weekly updates. Undertake reviews with the Financial Controller and the Commercial Director on a monthly basis, or more frequently if required
- Regular review of credit limits, and authorise changes to existing limits in line with the policy.
- Management of direct debit collections.
- Any other duties reasonably requested by the Company

## **QUALIFICATIONS, KNOWLEDGE & SKILLS**

### **1. Qualifications & Experience**

#### Essential:

- Solid standard of education (ideally finance based)
- Substantial Credit Control / Sales ledger experience
- Staff management experience

### **2. Knowledge**

#### Essential:

- Operation of a finance system to monitor and control the credit position of the business
- Experience of developing and implementing systems
- Process of monitoring of Credit limits

#### Desirable:

- Process design and documentation experience.
- Sage 200 Experience
- Credit Hound Experience

### **3. Skills**

#### Essential:

- Ability to manage to deadlines with attention to detail, drive and enthusiasm
- Confidence in communicating with senior management and major external clients, with the ability to challenge as required.
- Approachable and adaptable manner.
- Strong organisational skills
- Possess a can do attitude, being persuasive but firm, good telephone manner
- Excel and Outlook experience

#### Desirable

- Intermediate to advanced Excel

**How to Apply:**

For further information and an informal discussion about this position please contact **Ashleigh Greenwood, Finance Manager** on 01609 774400

To apply for this position please complete an application form the on the Yorwaste careers page.

**The closing date for all applications is Wednesday 20<sup>th</sup> February 2019.**