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| **Job Title** | **Credit Controller** |

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| **Reporting to**  | Credit Control Team Leader |
| **Business Unit** | Commercial GB |
| **Department**  | Account Services |
| **Job Grade (if applicable)** |  |
| **Location**  | Wellpark |
| **Travel Requirements (if applicable)** | N/A |

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| **Role Summary**  |
| Credit Control will primarily work with our customers in the off-trade sector to make sure their accounts are up to date and deal with any queries that arise. They will ensure company overdue debt levels are within targeted parameters and will minimise financial risk.As important as it is for Credit Control to have the financial savvy to manage transactions and finance systems, the MOST important thing is how you handle situations. Credit Control come across many different situations and this role has a focus on collections that are high volume and low value.  |

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| **Key Accountabilities**  |
| * Maximize cash flow by ensuring cash is collected in line with or below payment terms for all accounts
* Review overdue accounts daily and place customers on monitor / stop when necessary
* Build and maintain strong relationships with customers to collect overdue payments, manage their payment options and find appropriate resolutions to their account queries
* Review held orders daily and release in line with authority levels and within cut-off times
* Ensure that credit limits are adhered to at all times and to ensure that credit limit reviews are in line with changing risk and/or payment history
* Maintain a log procedure, by account, of any queries received and corresponding communication relating to collection of the outstanding debt
* Ensuring Customer details are accurately updated in the system
* To negotiate and monitor payment plans within agreed authority levels for their ledgers
* To maintain an accurate Accounts Receivable ledger and ensure accounts are reconciled regularly
* To liaise with sales personnel and internal departments (Sales Ops, Customer Care etc.) to resolve queries on customer accounts in a timely manner
* Manage multiple Inboxes keeping up to date with all incoming queries
* Allocating Cash per Customer remittances
* Attend regular debt review meetings with Credit Control Team Leader
* Run regular Debt Review Meetings with Sales to ensure outstanding issues are being addressed
* Manually generate Statements monthly per Customer specifications
* Understand, analyse and report on the overall credit risk of their ledger
* Ensure debit notes are dealt with as soon as they are received, raise claims, allow time for investigation and close off claims accordingly
* Update shared reports and trackers
* Raise debits and credits as required
* Manage and analyse data from customer online portals
* Ad hoc reporting and tasks as requested by Credit Control Team Leader
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| **Key Stakeholders** |
| **Internal**On Trade Sales TeamOff Trade Sales TeamNational Accounts Sales TeamFinance TeamCustomer Services Accounts PayableSupplyLogistic / Depot Network |
| **External** Customers |

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| **Skills** |
| * Excellent teamwork, organisation, and communication skills
* Strong analytical skills and an eye for detail
* The ability to listen to customers and negotiate winning solutions
* Ability to work to deadlines and manage own time effectively
* Ability to follow and adhere to established processes and procedures
* Proven track record of making successful credit decisions
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| **Experience and Qualifications** |
| * Excel to VLOOKUP and Pivot Tables
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| **Values**  |
| **Tenacious*** Never gives up
* Demonstrates a positive, can do attitude
* Is passionate, enthusiastic and engaging
 | **Trusted*** Delivers what is promised
* Keeps the customer at the heart of decision making
* Is personally accountable for decisions and actions
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| **Tempted*** Pushes the boundaries to enhance personal and business performance
* Demonstrates entrepreneurial thinking to maximise commercial opportunities
* Takes calculated risks and acts with pace to deliver
 | **True*** Delivers for the good of the business as a whole
* Builds strong relationships based on mutual respect
* Play your part to ensure we work together as one team
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