

Job Title: Credit Controller (Fixed Term Contract)

Location: Bolton

Reports to: Credit Control Manager

Accountable to: Credit Control Manager

Job Purpose:

To support the Credit Control Manager with providing an efficient and customer focused service for the management of invoicing and cash collection.

The role will strive to ensure that timely payments are made, incoming funds are processed and reconciled, and account queries are resolved on a timely basis.

Key Stakeholders:

Credit Control Manager, Head of Revenue and Accounts, Finance Team.

Key Responsibilities:

- Work closely with customers to undertake effective collection and obtain earliest possible settlement of accounts to maintain cash flow;
- Understand and follow customer procedures to ensure invoices are compliant and processed efficiently;
- Maintain and build relationships with customers to maximise early payment of termly and monthly invoices;
- Work collaboratively with other departments to ensure excellent service.
- Liaise with internal departments, to resolve queries and manage these through to resolution;
- Proactively engage with customers to deal with queries and to identify and manage the need for credit notes;
- Send Statements & copy invoices where requested.
- Process and reconcile incoming funds via accurate daily cash allocation;
- Perform monthly accounts reconciliations as required;
- Action and monitor all debtors; and
- Liaise with the Credit Control Manager to accurately forecast incoming cash receipts.

Standard responsibilities:

There are a number of standard duties and responsibilities that all employees, irrespective of their role and level of seniority within the OFG Group are expected to be familiar with and adhere to;

- Participates in an annual performance review programme
- Works, at all times, in accordance with the policies and procedures of the OFG Group and statutory regulations applicable to the Group.
- Observes, at all times, strict rules of confidentiality appropriate to the post.
- To comply at all times with the requirements of Health and Safety Regulations to ensure their own wellbeing and that of their colleagues.
- OFG Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expect all employees to work in accordance with this.
- Undertakes other duties as assigned.

Measures:

- Measures against set objectives relevant to the role
- Set performance indicators
- Departmental Net Promoter Scores

Experience, Skills & Qualifications:

Essential

- Previous relevant experience working within a Credit Control or finance setting.
- Experience of finance systems
- Minimum of 4 GCSE's grade C
- Highly numerate and accurate with handling financial data.
- MS Office, including Excel to a good level.
- Professional demeanour, positive and flexible attitude, good inter- personal and communication skills and accuracy.
- Ability to work under pressure and meet tight deadlines.
- Be able to work alone and as part of a team to tackle tasks proactively.
- Show good initiative and take ownership of tasks or issues.

Job Holder' signature

Name: _____

Signed: _____

Date: _____

Signed on behalf of the OFG Group

Name: : _____

Title:

Signed: _____

Date: _____