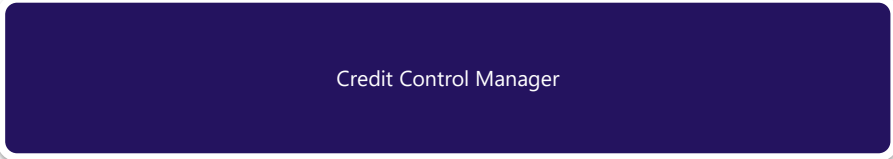


BURO HAPPOLD

Job title	Senior Credit Controller
Grade and fit within team structure	Senior
Team	Finance
Business unit	Global Business Services
Location	Bath
Reporting line	 Credit Control Manager
Team structure	This role reports to the Credit Control Manager and does not have any direct reports.
Your support	Formal and informal learning and support will be provided by your line manager and the broader team.

Role overview

What's the purpose of the role?

Due to the increasing global portfolio of projects, an experienced Senior credit controller is sought to drive the collection of invoices in supporting teams from our UK offices.

This is a hybrid role, combining office and home working. You'll be expected to be in the Bath office at least 2 days per week.

What will success look like?

Success in this role would involve the effective and smooth running/management of the UK debt portfolio in adhering with our cash collection cycle and DSO Targets.

Building strong working relationships with internal stakeholders (including Project Directors/Principals) to advise on collection status relative to their projects.

Once established in the role, the successful candidate would be able to show initiative, anticipate issues and effectively manage a range of internal stakeholder queries and external client calls.

Identifying process improvements and/or bring best practices from prior Credit Control roles would be a desired attribute in this role.

What will you be doing...

A detailed overview of your responsibilities is as follows...

UK+

- Develop relationships with key external Clients to ensure the successful collection of invoices within credit terms.
- Support internal clients (Project Directors/Principals) to advise on collection status relative to their projects.
- Work closely with Credit Analyst to identify potential bad debt in the portfolio
- Manage the Dunning Process for collection of outstanding monies owed, ensuring complete compliance with policy.
- Ensure the posting & accurate allocation of cash within a designated portfolio of clients.
- Refer cases for external Debt Recovery Action to the attention of the Credit Control Manager.
- Report on status of receivables to the Credit Control Manager and other stakeholders in the business as appropriate

More about you...

Skills & Qualifications

- Preferably a Member of the Chartered Institute of Credit Management or working towards CICM qualification.
- Demonstrable experience in credit control.
- Proven track record of receivables management and undertaking client calls.
- Effective written and verbal communication skills.
- Strong influencing skills.
- Accuracy and attention to detail are essential for this role.
- Excellent internal and external stakeholder management skills, comfortable interacting across all levels of the business globally.
- Ability to build effective working relationships and work collegiately in a supportive team environment.
- Ability to manage own workload and work with minimal supervision. Highly organised with the proven ability to prioritise and work to tight deadlines.
- Intermediate Excel skills, (VLookups, Pivot Tables) required.
- Capable of presenting analytical data to stakeholders.
- Experience of professional services or the construction industry would be an advantage.

Style & Behaviours

- Provide input on duties and operational projects as requested by your line manager.
- Prioritising appropriately and working to agreed deadlines, managing expectations of internal clients and other members of the team.
- Be able to take timely and considered decisions, including corrective action, as necessary.
- Assist colleagues with support for additional duties and projects, as necessary.
- Produce and review reports, documents, and presentations as requested, to an excellent standard with a high level of accuracy and in a timely manner.
- Maintain understanding of changes within specialism and relevant best practice.
- Willingness to learn and apply newly acquired skills.