

## Role profile



<b>Role title:</b>	<b>Credit Controller</b>
<b>Reports to:</b>	<b>Credit Control Manager</b>
<b>Department Head:</b>	<b>Head of Finance</b>
<b>Location:</b>	<b>Head Office Based – 5 days a week</b>

### **Objectives of the role**

- Maximise cash collection and minimise bad debt;
- Manage credit issues of both a short and long-term nature;
- Encourage and develop relationships with customers and field managers ensuring professional conduct is maintained;
- Proactively manage accounts to ensure that the Company does not take undue financial risks or engage in non-commercial decisions

### **Key Responsibilities**

- Achieve and maintain an excellent standard of cash collection;
- Product release decision making (in conjunction with field managers) ahead of order deadlines;
- Responsibility and accountability for the allocated ledger;
- Regular monitoring and review of problem accounts;
- Liaising with field managers and internal departments to ensure all disputes addressed;
- Creation and monitoring of payment plans, where appropriate, to ensure recovery of debt;
- Credit approval checking of prospective new customers;
- Preparation of outgoing customer's account reconciliation in advance of change;
- Monitoring and collection of ingoing customer's deposit and advance rental;
- Organisation and preparation for quarterly debt reviews and production of action points following review;
- Collating information packs for internal and external legal teams to assist debt recovery;
- Supervision of any further debt recovery/litigation action;
- Ensuring departmental escalation processes are followed;
- Adherence to the department's GDPR policies;
- Other ad hoc duties including covering other departmental roles and tasks as required.

### **Skills and Experience**

- Strong credit control background, preferably in a similar environment.
- Experience of product release decision-making would be advantageous.
- Excellent communication skills and a great telephone manner.
- The ability to build relationships with customers and display effective skills in negotiation.
- Strong organisational and time-management skills.
- Highly self-motivated and able to work contribute as part of a team.
- Adaptable and embrace change in a positive manner.
- Able to demonstrate a positive, hard-working approach and engage with the company values.
- Good computer literacy skills.

## Working Arrangements:

This position is Head office based with the expectation of office working for 5 days per week.

### Admiral Taverns Values and Behaviours

Core to the Group's ongoing success is the strength of our team. We are incredibly proud of the culture we have developed across our business. Our team are passionate, hardworking, dedicated and ambitious. Our team developed the company values themselves which means that we live these through to the core of our business. Everything we do as an organisation revolves around supporting and enabling our licensees to make their business the very best it can be.



#### Behaviours

1. Clarity for all
2. Positive attitude
3. Passion to succeed
4. Collective accountability
5. Mutual trust
6. Achieve together



#### Behaviours

1. Show empathy
2. Listen and understand
3. Support, guide, develop
4. Communicate clearly
5. Recognise and appreciate
6. Respect each other



#### Behaviours

1. Don't fear failure
2. Make impossible possible
3. Innovate and motivate
4. Remove barriers
5. Aim higher
6. Make a difference



#### Behaviours

1. Take ownership
2. Can do attitude
3. Exceed expectations
4. Aim high
5. Challenge positively
6. Deliver on time

i am

admiral