

Role profile



Role title: Credit Control Manager
Reports to: Senior Transactional Services Manager
Department Head: Head of Customer Support
Location: Head Office Based – 5 days a week

Objectives of the role:

- Responsibility for maximising cash collection whilst minimising overdue debt.
- Ensure that the team are fully trained, and credit policy & processes are understood and adhered to through coaching and development.
- Develop a collaborative working relationship with Operations, to ensure that the provision of goods / services on credit terms is at a level that maximises turnover with minimum risk to the business.

Key Responsibilities:

- Act as a point of escalation for Credit Control Team Leaders, other direct reports & Operations colleagues
- Organise the day-to-day tasks and resources across the team to ensure objectives are met
- Provide full management, coaching, support and development to direct reports including regular 1-2-1's, team meetings and appraisals
- Build, maintain and promote constructive and productive relationships with customers and other support teams ensuring professional conduct is maintained
- Monitor KPIs to ensure the team is meeting targets and provide additional support as required
- Ensure performance of the Credit Control department is monitored and reported on through insightful KPI's
- Ensure all processes achieve set SLA's as per compliance and company requirements
- Develop relevant collection strategies & processes to minimize overdue debt for live Licensees, ex-Licensees/Operators, Free of Tie Licensees and Unlicensed property debt
- Ensure effective processes are in place to minimise the transfer of debt to the Debt Recovery team for ex-Licensees/Operators
- To manage relationships with external solicitors to balance cost vs collection of ex-Licensee/Operator debt
- Manage timely resolution of disputes & queries
- Leverage technology to enhance cash collection and debt recovery procedures within the Credit Control Team
- Drive continuous improvement initiatives to enhance Credit Control processes and internal/external customer engagement
- Develop a collaborative working relationship with Operations, so that the needs of all departments are balanced, to the benefit of the Business as a whole, ensuring regular debt reviews are performed and issues are escalated as necessary
- Deliver regular monitoring of accounts and ledger reviews and organise and attend monthly debt reviews and ensure action points are followed up
- Manage credit risk through the completion of credit checks and regular limited company monitoring
- Ensure there is relevant Credit Control resource and provide cover, where necessary
- Adherence and promotion of the department's GDPR policies
- Other related duties and project work as reasonably requested

Skills and Experience:

- Minimum of 5 years' credit control experience, preferably in a similar environment
- Minimum of 3 years' experience of leading and managing teams
- Recognised relevant qualification (e.g. AAT, CICM) desirable
- Strong leadership skills, with the ability to set clear objectives and track team performance
- continuous improvement
- Strong team management and communication skills evidencing effective negotiation skills
- Exceptional relationship building skills with the proven ability to build and maintain effective relationships with internal and external stakeholders
- Good IT and systems skills, able to build structured reports, including spreadsheet analysis
- Strong experience of end-to-end collections strategy, processes and regulation relating to outstanding debts
- Strong organisational and time-management skills
- Highly self-motivated and adaptable to change
- Able to display and promote a proactive, positive, professional team atmosphere and engage with our values

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.

ONE TEAM

WE WORK TOGETHER IN A POSITIVE AND INCLUSIVE WAY

Collaboration and accountability
Be supportive and open
Motivate oneself and others

WE CARE

WE RESPECT AND CARE ABOUT OUR TEAM, LICENSEES AND OPERATORS AND DEMONSTRATE THIS IN OUR ACTIONS

Honesty and integrity
Empathy and compassion
Communicate with clarity to all

MAKE A DIFFERENCE

WE STRIVE TO MAKE THINGS BETTER

Take ownership and lead by example
Give and accept positive challenges
Deliver ambitious results

Admiral Taverns is committed to equal opportunities for all and to the provision of a diverse and non-discriminatory working environment.