

JOB DESCRIPTION

Credit Controller

Introduction

We are a national independent Occupational Therapy Practice, with our head office based in the centre of Hook, Hampshire. Due to continued business growth and recent company structure developments we are recruiting an experienced Credit Controller, on a part-time basis.

The primary goal of the Credit Controller will be to ensure collection of outstanding payments within agreed credit terms to minimise potential overdue debts, whilst maintaining client satisfaction through effective account management.

Reporting to the Operations Director, you will have responsibility for overseeing the day-to-day running of credit control for the business liaising with both internal and external stakeholders.

You will be innovative and have an analytical approach to ideas to drive process improvements. You will be able to build strong relationships with stakeholders at all levels in order to deliver a highly professional credit control service.

Applications & enquiries

Applicants should submit a CV and covering letter to wendy@theotpractice.co.uk or if you would like to discuss the role in more detail please call Wendy on 0330 0249910

The personal skills and temperament of the successful candidate will be of great importance. At The OT Practice we pride ourselves on being friendly and caring, but professional.

Our Company ethos

- We make clients & potential clients feel understood and provide sound professional advice – even if it ends up being for free.
- We are friendly & caring, but always remain professional.
- We are socially responsible – if there is a better option for a prospective client then we say so.
- We are a private practice and understand that generally our clients are looking for more than what statutory services provide and are willing to pay for that service.
- We are driven and go the extra mile if that is what is needed to convert an enquiry or to keep a client happy.

Details of the role

The overall aim of the Credit Controller will be to ensure the prompt receipt of payments within agreed credit terms.

The successful candidate will be responsible for the following core tasks:

- Use of telephone and email to communicate to clients and obtain prompt payment.
- Provide support to internal teams in assisting to resolve queries and invoicing issues.
- Issuing and raising credit notes accordingly.
- Maintain accurate records of credit control activity.
- Provide weekly reporting and escalate issues to the Operations Director as necessary.
- Liaise regularly with the off-site Financial Controller.
- Ensure monthly processing deadlines are met as required.
- Send out monthly client statements/letters as may be agreed from time to time.
- Undertake account reconciliations as required.
- Assist with invoicing and ad-hoc invoicing when required.
- Accountable for chasing overdue and unresponsive requests for payment.
- Proactively reduce overdue debts.
- Identify changes in payment patterns and propose action to avert indebtedness.
- Ability to recognise potential risks to the business that should be escalated.
- Document all the relevant correspondence related to outstanding invoices and communication from clients.
- Gathering information should accounts need to be escalated to our debt recovery processes.
- Support with processing of invoices payable to therapists.
- Receipt of cheques and banking as required.

Skills and qualifications

The following skills and qualifications will be required/desirable:

- Be an experienced credit controller.
- Familiar with accounts procedures, client ledgers, disbursements and office accounts.

Applications & enquiries

Applicants should submit a CV and covering letter to wendy@theotpractice.co.uk or if you would like to discuss the role in more detail please call Wendy on 0330 0249910

- Goal orientated, achieves targets set.
- Has clear, concise, verbal and written communication skills.
- Develops and maintains strong client relationships.
- Experience of using Xero (would be an advantage but not necessary).
- Highly competent with computers and online technology (tech savvy).
- GCSE grade A-C in English and Maths (or equivalent).
- An interest in occupational therapy would be desirable.

Personal skills & attributes

Fundamental to this role is the character and temperament of the individual. They will be expected to be highly organised, efficient and have a strong sense of responsibility. Important personal skills and attributes include:

- Taking responsibility and having the ability & confidence to make good decisions.
- Strong problem solving skills and the ability to make logical decisions on account issues.
- Ability to use time efficiently and meet deadlines without direct supervision.
- Confident and influential in order to deal with potentially difficult clients.
- Act on own initiative, self-motivated and tenacious.
- Conscientious, hard working, determined and diligent.
- Exceptionally well organised and able to put their own strategies and processes in place to maintain a well organised working environment.
- Systematic approach with an eye for detail.
- Comfortable working with data and analytical in attitude.
- Personal pride in their work.
- Efficient working style and ability to juggle tasks without missing things.
- Capable of balancing competing demands.
- Excellent telephone manner – chatty and confident but always professional.
- Able to remain calm, composed and professional.
- Discreet and confidential, with due regard shown to knowledge and information relating to business finances and clients.
- Team work is paramount, a proactive, helpful nature and flexibility to work in a busy company environment is essential.

What we offer you

We pride ourselves on being a caring and friendly, but professional company. We believe the growth of our business to date is directly attributed to ensuring our values are at the core of everything we do. Based in the centre of Hook, with free parking and excellent transport links. Offering a competitive salary depending on experience, with 23 days holiday (pro-rata), plus bank holidays, and other company benefits.

Applications & enquiries

Applicants should submit a CV and covering letter to wendy@theotpractice.co.uk or if you would like to discuss the role in more detail please call Wendy on 0330 0249910