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| **JOB TITLE: Credit Controller** |
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| **REPORTS TO: Credit Control Team Leader** |
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| **LOCATION: Swansea**  **GRADE: 5** |
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| **PURPOSE**  Working as part of the Credit Control Team based in the Swansea office, this is a key role in ensuring ERS manage premium receivables accurately and efficiently.  The primary focus of the role will include targeted invoice collection, complex query resolution, reporting, processing of payments and the reconciliation of settlements received from brokers in accordance with organisational procedures, and predefined timeframes.  As part of the collection and reconciliation process, entries queried by brokers will need to be identified, raised and resolved to provide excellent customer service and prevent delays to cash flow.  As the role involves working with brokers and internal colleagues within different areas of the business, good communication and teamwork skills is essential and will help to deliver the fist-class service that is expected of ERS.  **Key Activities**   * Premium collection * Accurately reconciling broker settlements against statements and systems * Identifying and managing queries to enable appropriate resolution. * Managing broker refunds. * Preparing debt management information. * Maintaining a professional image of the company. * Excellent customer service through strong internal and external relationships. |

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| **PRINCIPAL ACCOUNTABILITIES**   * Reporting and monitoring aged debt and broker collections * Working to set service standards relating to timeliness and accuracy of work. * Reconciling broker settlements against the company’s receivable balances. * Identifying queried entries that require resolution. * Prioritising work to ensure that key activities are completed on time. * Working to the agreed regulatory standards, including TCF (Treating Customers Fairly) at all times. * Responsibility for own personal development. |

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| **KEY COMPETENCIES**   * Confident and professional approach to work. * Focus on providing a first-class customer experience. * Accurate and efficient account reconciliation skills. * Knowledge of credit control principles. * Proactive approach to work and personal/business improvement. * Enthusiasm for credit control role and achieving objectives. * Time management skills – analytical and prioritisation skills. * Well organised and ability to plan work. * Adaptability to embrace change – system – process or personal. * Commercial awareness. * IT literacy - Microsoft Excel-Intermediate or Advanced essential * Ability to liaise with people at all levels of the organization * Strong team player |

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| **PERSON SPECIFICATION**  **Education/Qualifications:**   * Math’s and English to `GSCE level’ standard   **Experience/Knowledge**   * Good knowledge of Credit Control processes and approaches * Beneficial - background in commercial (B2B) collection * Experience of account reconciliation in a high volume environment. * Previous experience in accountancy role essential * Knowledge of FCA regulations would be advantageous   **Special Skills & Abilities**   * Good relationship builder. * Good communication skills. * Good motivation skills. * IT literate – specifically accounting and MS packages. * Excellent prioritisation and organisation skills. * Able to work as an individual and part of the wider team. * Knowledge of credit control and the importance of accuracy. * AAT/ACCA/ CICM advantageous |

**Jobholder................................................. Date:……………………….**

**Manager................................................... Date:………………………..**