



Job Title:	Credit Control Manager
Department:	Finance
Base Location:	Tewkesbury
Hours:	37.5 hours per week
Relationships:	Internal Departments, Legal Advisors, Customers
Responsible to:	Head of Finance
Responsible for:	3 Credit Control team members

The Team Cotteswold Purpose:

At the heart of a responsible and sustainable dairy community

JOB DESCRIPTION

Overview:

We are seeking an experienced and dynamic credit control manager to lead and enhance our debt management and collections function.

You will play a key role in a dynamic and fast paced department and will be a valued member of the Finance team. The role requires you to be a flexible self-starter, with strong attention to detail and great communication skills. You will be working with all levels of management internally and customers externally, and a desire to provide excellent customer service is essential.

The successful candidate would be responsible for safeguarding the company's cashflow, reducing aged debt, while implementing credit control practices and maintaining strong relationships with both internal and external stakeholders.

Some key expectations of the role include building relationships with customers, sales managers, depot managers and key contacts, monitoring team performance and keeping management informed of any significant developments. As part of this role, you will also be visiting customers and depots to support the goals of the department.

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Main Duties & Responsibilities:

- Manage and participate in the day to day debt collection process for the Company
- Provide updates and information to Management on collection progress
- Lead, train and develop team members
- Implement and maintain procedures and practices for the debt management function across the whole business
- Motivate team to meet individual and team KPI's
- Initiate and undertake projects to improve operations, as necessary
- Work with Sales, participate in any initiatives to implement and improve IT/systems; and others, as required
- Build relationships with customers and key external contacts
- Proactively manage accounts with our Legal advisors
- Manage and obtain authority for bad debt write offs
- Work with the Head of Finance for periodic review of bad debt provision and provide updates/ comments
- Take money to local bank branch for banking
- Visit depots, undertaking training of onsite collection staff and be responsible for reporting on their progress to management.
- Any other duties as required by Management

Skills (Essential):

- Leadership skills and ability to think independently
- Problem solving and results-oriented
- Flexible self-starter
- Managing and developing employees
- Detail-orientated
- Organisation and planning
- Excellent communication and presentation skills
- Good understanding of Excel

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