**JOB TITLE: Credit Controller**

**RESPONSIBLE TO: Credit Control & Billing Manager**

**ACCOUNTABLE TO: Finance Manager (Transactional Processing)**

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**Our Values**

## Fulfilling Lives is our core purpose

## Every one of us makes a difference is the belief that drives us

## Caring, Passionate and Teamwork are the values that underpin everything we do

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## Job Summary

The Care UK Residential Care Services (RCS) division provides care and support to over 6,200 older people suffering from dementia and related conditions in over 120 Care homes across the UK. The division has grown rapidly, making significant investment in enhanced facilities and new Care Homes.

This role is essential to ensure that we are providing a robust credit control service for our Care Homes. The post-holder will be required to meet performance targets in order to achieve optimum cash flow through maximising cash collections. Additionally the role will act as a pivotal link for credit control issues and after sales service between Finance, Care Homes, Regional Directors and our Customers.

Excellent communication skills are a prerequisite as the role requires developing positive and effective relationships with divisional and finance stakeholders, in addition to Care Home colleagues. The successful candidate will be able to demonstrate the ability to work in a high control environment and be able to exhibit excellent customer service skills.

Further growth prospects continue to be strong and the division and group are well placed to take advantage of the opportunities presented to key players in the market. Consequently the internal environment is fast paced and continually evolving, providing an excellent opportunity for individuals seeking to make a significant impact.

### Key Responsibilities

* Review and regularly correspond with all overdue aged debtors and resolve account disputes to ensure timely settlement of debts due to the company. Liaise with care homes and Regional Directors to ensure that queries and outstanding issues are resolved promptly
* To investigate current problem accounts with complex funding streams, identifying and resolving the root cause of issues
* Escalate all bad debt/legal accounts to the Credit Control & Billing Manager
* Ensure all contract debts are collected within contract terms timescales or where disputed are dealt with in accordance with contract terms
* Ensure credit control and systems records are accurate and up to date at all times
* Report on monthly performance, sales ledger credit balances and aged debt issues
* Liaise with customers (including CCGs/NHS Trusts, LAs and privately funded residents) to resolve credit control queries and ensure timely payment
* Liaise with Home Managers and Administrators to ensure they are aware of credit control procedures and pro-actively influence them to enable cash collection opportunities to be maximised
* Operate in a sensitive manner, maintaining excellent relations with internal and external customers
* Assist the Credit Control & Billing Manager in implementing procedure and systems improvements as required
* Provide cover for other members of the department during times of sickness and holidays and undertake any other tasks that may reasonably be expected of the position
* Where required ensure that refunds are processed regularly and in a timely manner

**Safeguarding of Vulnerable Adults / Mental Capacity Act**

To complete training on Safeguarding of Vulnerable Adults and the Mental Capacity Act and be able to understand and implement SVA and MHA policies and procedures taking responsibility for reporting any safeguarding concerns to the senior person on duty or on-call RD

### Health and Safety

As an employee of Care UK, the post holder has a duty under the Health and Safety at Work Act 1974, to:

* Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.
* Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures of the organisation, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.
* To ensure that adequate measures are taken to protect the health and safety of all staff including the maintenance and upkeep of a safe environment.

**Data Protection**

The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act and the company’s ISO27001 accreditation.  This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorised persons or organisations as instructed.

* This list of duties and responsibilities is by not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.
* This job description is subject to regular review and appropriate modification.

I confirm I have read and understand this Job Description

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| **Name of postholder** |
| **Signature**  |
| **Date** |

##### Person specification

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| **Criteria** | **Essential** | **Desirable** |
| Qualifications | * Educated to AAT or equivalent (qualified by experience considered)
 | * MICM qualified
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| Experience | * Previous sales ledger knowledge
* Previous credit control experience
* Collecting cash from local Authorities/local Government organisations would be a distinct advantage
* Managing high value/high volume ledger which includes large sums collectable is essential
* The ability of progressing claims through litigation and liaison with solicitors would be advantageous
* Ability to challenge current practices and implement improvements to processes
 | * Credit Control experience in a Private Healthcare environment
* Understanding of Court of Protection process, property related debt matters and Power of Attorney implications would be extremely advantageous (although not essential)
* Experience of Agresso would be advantageous
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| **Technical Skills** | * Good working knowledge of Microsoft Office products (Excel, Outlook and Word)
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| **Personal Qualities** | * Self-motivated, flexible and proactive approach to work
* Competent in dealing with telephone queries
* Excellent communicator with ability to communicate effectively with all levels
* Ability to work well as part of a team
* Competent to provide help and support to other colleagues and customers
* Conscientious, high attention to detail with ability to see tasks through to completion
* Methodical, analytical and logical in approach to work
* Ability to demonstrate use of initiative
* Ability to maintain privacy and confidentiality
* Commitment to personal development and the acquisition of new knowledge and skills
* Ability to demonstrate a good standard of numeracy and literacy
* Excellent customer service skills with the ability to be sensitive in resolving customer queries
* Ability to demonstrate good organisational skills
* Works collaboratively with others sharing ideas and information at all times
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