##### JOB DESCRIPTION

**JOB TITLE:** Credit Controller, RCS Division

**RESPONSIBLE TO:** Credit Control and Billing Manager, RCS Division

**ACCOUNTABLE TO:** Financial Controller (Shared Services),

RCS Division

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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**

Care UK is a leading, innovative provider of Residential care services in the UK. The group has delivered strong organic and acquisitive growth over recent years with revenue in excess of £350m.

Further growth prospects continue to be strong, and the business is 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.

The successful applicant will be responsible for assisting in the provision of an efficient and accurate Billing function in a robust control environment whilst providing support to colleagues in the team to ensure that operational processes and procedures are being followed.

The role will also demand close liaison with Management and colleagues in other teams in order to drive improved efficiency of the billing processes and the business as a whole, whilst being able to demonstrate the ability to work in a high control environment, focussed on reducing risk to Care UK whilst maintaining lean and effective processes.

Excellent communication skills are a prerequisite as the role requires developing positive and effective relationships with colleagues across the business.

### Key Responsibilities

* Achieve personal cash collections as set by the Credit Control and Billing Manager, by chasing debts by letter, telephone, fax or email, managing a regular follow up process, and keeping full and accurate records
* 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 homes and Regional Directors to ensure that queries and outstanding issues are resolved promptly
* To ensure customer reconciliations are regularly performed
* 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
* Ensure that all debit bank transactions are looked into and resolved in a timely manner
* Ensure that refunds are processed regularly where required and in a timely manner
* Attend monthly debt meetings to discuss any debt risks
* Provide feedback and escalate when necessary, where sales ledger and credit control procedures are not followed properly
* Operate in a sensitive manner, maintaining excellent relations with internal and external customers

### 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

Name of post holder …………………………………..

Signature …………………………………..

Date …………………………………..

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| **Hazards** |
| Laboratory specimens |  | Clinical contact with patients/residents |  | Performing exposure prone invasive procedures |  |
| Blood/body fluids |  | Dusty environment |  | VDU use | √ |
| Radiation |  | Challenging behaviour |  | Moving and handling | √ |
| Solvents |  | Driving |  | Noise |  |
| Respiratory sensitisers |  | Food handling |  | Working in isolation |  |

**Person Specification**

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| --- | --- | --- |
| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| **Qualifications** | * Educated to AAT or equivalent (qualified by experience considered)
 | * Degree
* A Level educated
* 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
 | * Understanding of Court of Protection process, property related debt matters and Power of Attorney implications would be extremely advantageous (although not essential)
* Knowledge of Agresso would be advantageous or another blue chip finance system
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| **Technical 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 to manage time effectively and to meet objectives and deadlines
* Good working knowledge of Microsoft Office products (Excel, Outlook and Word)
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| **Personal Qualities** | * Confident manner in dealing with telephone queries
* Excellent communicator with ability to communicate effectively with all levels
* Highly self-motivated, proactive, personable team player
* Confident and able 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 thinker
* Able to demonstrate use of initiative
* Able to maintain privacy and confidentiality
* Commitment to personal development and the acquisition of new knowledge and skills
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