**Contract:** Permanent, part-time (21 hours per week)   
**Based at:** Chesterfield with agile working. Occasional travel maybe required between offices  
**Salary:** £15,600 to £16,200 (£26,000 to £27,000 FTE) per annum

**1. MAIN PURPOSE OF THE ROLE**

To play a pivotal role in maintaining the organisation’s financial health by ensuring timely collection of outstanding debts and therefore optimising cash flow. This role will proactively contact debtors, resolve internal and external queries, and build/maintain strong relationships with both colleagues and customers.

The Credit Controller also posts and allocates receipts within the Finance system, supports the team with ad-hoc tasks, prepares aged debt reports, and contributes to continuous improvement of credit control processes.

Compliance with accounting standards and regulations is essential, alongside effective credit risk management and escalation of overdue accounts where necessary.

**2. POSITION IN ORGANISATION**

* Reports to the Head of Finance.
* Day-to-day liaison with the Chamber departments and customers.
* Day-to-day liaison with the Finance team.

**3. DUTIES AND KEY RESPONSIBILITIES**

* To ensure timely collection of outstanding debts in line with agreed payment terms, proactively contacting customers via phone, email, and written correspondence.
* Review aged debtor reports regularly to identify overdue accounts and take appropriate action to recover payments.
* Issue structured debt recovery communications, ranging from polite reminders to final notices, and escalate to legal recovery where necessary.
* Liaise with external recovery agents, solicitors, and enforcement teams to pursue unresolved debts.
* Liaise with internal departments and customers to resolve intercompany and external queries that may delay payment.
* Post and allocate receipts accurately within the finance system, ensuring correct reconciliation of accounts.
* Support the accounting team with ad-hoc finance tasks, demonstrating flexibility and a collaborative approach.
* Ensure compliance with accounting standards, internal policies, and relevant financial regulations.
* Contribute to the continuous improvement of credit control processes and systems to enhance efficiency and effectiveness.
* Maintain accurate and up-to-date records of all credit control activities, including correspondence, payment plans, and reconciliations.
* Collaborate with wider finance and operational teams to ensure a cohesive approach to credit management.
* Any other reasonable duties as required of the role.

**4. PERSON SPECIFICATION**

|  |  |  |
| --- | --- | --- |
| **Knowledge**   * Knowledge of Chambers of Commerce * Knowledge of Credit Control/debt recovery procedures * Familiarity with the use of computerised spreadsheets * Good understanding of computerised accounts systems * Higher level Microsoft excel skills | essential  essential  essential  essential | desirable |
| **Experience**   * Relevant and demonstrable experience of managing an aged debt * Proven track record of successful debt recovery * Proven track record of experience in a fast paced credit control environment, ability to maximise number of debts chased daily | essential  essential  essential |  |
| **Qualifications**   * Minimum 5 GCSE’s at A-C (or equivalent) including English and Maths * Associated debt recovery qualification or equivalent by experience | essential  essential |  |
| **Skills and abilities**   * Ability to work under pressure and meet tight deadlines * Methodical and systematic approach to work * Strong communication (written & verbal) * Good attention to detail * Able to appreciate the need for confidentiality and descretion * Highly motivated - can work as part of a team and independently * High level of skill in Microsoft Excel, Office and Cloud based applications * Proficiency and good understanding of English, verbally and in writing * Working to high level of confidentiality * Able to negotiate and influence | essential  essential  essential  essential  essential  essential  essential  essential  essential  essential |  |
| **Personal attributes**   * Takes responsibility * Supports others and works well with a team * Must be dependable and reliable * Must be able to exercise tact and diplomacy at all levels * Must be able to work under own initiative * Full driving licence (able to drive in the UK for business purposes) and access to own transport * Must be prepared to work flexibly in terms of working hours * Commitment to the Chamber core values and vision | essential  essential  essential  essential  essential  essential  essential | desirable |

**5. ADDITIONAL INFORMATION**

This role is eligible to participate in the Chamber’s agile working policy, however is expected to be in the Chesterfield office (for regular interactions with the Finance team and other colleagues) for a minimum of two days per week. Flexibility to attend the office more frequently when requested is necessary.

Employee name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_