

STEWARTS

Job description

Job title:	Credit Controller
Reporting to:	Credit Control Manager
Department:	Accounts
Location:	London
Hours:	09:30 – 17:30 Monday to Friday

We are looking for a second Credit Controller to support the Credit Control Manager. We are looking for a motivated, proactive, and independent credit controller who will be responsible for a multi-department portfolio of clients.

In this role you will manage and maintain the Firms collections policy and process, and work alongside the Credit Manager to innovate and implement efficient collections procedure.

This role demands excellent organisational skills, reporting skills, attention to detail, and the ability to prioritise tasks based on business needs and targets.

This is a great opportunity to join a growing team, and work closely with senior stakeholders across the business.

Key responsibilities include but are not limited to:

Reduce debtor days and +90 day debt by proactively managing a ledger of up to 400 client accounts.

- Monitor debt levels; communicating with clients, partners, fee earners debt position.
- Ensure that accounts are actioned within defined review dates, and strict departmental / SRA guidelines.
- Monitor and manage your ledger, proactively chasing overdue payments, issuing reminders, and initiating collections actions as necessary to minimize delinquencies and maximize cash flow.
- Monitor adherence to the credit management policy, ensuring implementation and application of each stage within the credit control function, and the legal depts.
- Maintain accurate and up-to-date and comprehensive records of external and internal communications.
- Liaise with Partners & Fee Earners to unblock any issues which could delay payment
- Preparation of client statements and account history reconciliations for internal stakeholders and clients of the firm.

- Prepare regular debt status reports, highlighting any issues or areas of concern to senior management.
- Attend meetings with partners and internal management.
- Oversee the credit control mailbox to ensure that all requests are being responded to and completed within agreed timescales.
- Build and maintain positive relationships with clients and internal stakeholders serving as the primary point of contact for debt related inquiries and escalations.

Required knowledge and experience:

- Minimum 3 years of relevant credit control experience in the legal sector.
- Experience of using Elite 3E is desirable.
- Proficient in Excel – pivot tables, V lookups/X lookups, formatting, analysing data.

Personal skills required:

- Well organised, comfortable managing and prioritising your own workload and deadlines.
- Resilient with a positive approach to challenging debts and discussions both external and internal.
- Collaborative and confident, comfortable dealing with senior stakeholders concerning complex matters.
- Excellent verbal and written communication skills.
- Excellent attention to detail.
- Ability to work under pressure.
- Analytical, with the ability to review issues and provide solutions
- Proactive approach to debt management of your ledger.
- Well organised, uses initiative, prioritises appropriately, applies self, shows attention to detail, manages own workload and meets deadlines.
- Delivers helpful internal and external client services with a “can do” approach, shows commercial awareness and represents the department and Firm appropriately.
- Shares information and ideas.
- Reflects the Firm’s culture.
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