



Credit Controller

Location: Manchester/Home Based
Grade: Band 2
Reports to: Credit Control Team Manager
Direct reports: N/A
Key stakeholders: Finance

Primary Objectives:

Credit control involves monitoring client accounts and reminding them to pay outstanding invoices. It also ensures that companies are able to pay back these debts in a timely manner. The credit controller is responsible for managing the debts of a business. They are accountable for recovering any unpaid money that is owed to an organisation from other businesses or from individuals. A credit controller also evaluates new credit requests, which includes checking credit ratings, deciding whether to allow credit to a debtor and advising on credit limits.

Responsibilities:

- To reduce aged debt values to agreed targets for assigned ledgers
- To follow agreed credit control procedures
- Ensure all queries are resolved in a timely manner

Other responsibilities - Any other ad-hoc duties that may be required in this role.

Person Specification

The key skills and aptitudes required of the post holder are:

Technical Skills/Knowledge

- Patience and the ability to remain calm in stressful situations
- Analytical skills and thorough attention to detail
- The ability to listen and negotiate with customers
- Ability to work well alone and part of a team
- Previous Credit control and customer service skills.
- Excellent verbal and written communication skills.
- The ability to work under pressure and to deadlines
- The ability to work in a team as well as individually

Communication

- Excellent communication skills – both written and verbal
- Personable and able to build rapport easily with other parts of the business



Working with Others

- Demonstrates an ability to build and maintain effective working relationships. Works with others to achieve team targets and objectives.
- Team player

Planning & Organisation

- Demonstrates an ability to be well organised, efficient and self-disciplined.
- Plans and schedules a variety of tasks in advance, managing priorities as appropriate
- Ability to manage a significant workload

Flexibility/Adaptability

- Responds positively to change and rapidly adapts to new information, changing conditions, or unexpected obstacles.

Results Orientation

- Demonstrates a commitment and enthusiasm to achieve goals and targets and deliver a high quality of work.
- Driven to provide excellence in service
- Proactive and a desire to make a difference

What you might be doing now

Your current role, or recent roles, may be:

- Other Finance based roles

What you'll bring

The post holder will, in addition, carry out any other duties as are within the scope, spirit and purpose of the job as requested by the management team. As business requirements change, the job description will evolve.

- Excellent communication skills – both written and verbal
- Experience of working within a Finance focused environment
- Target driven and focused
- Personable
- Ability to manage a significant workload
- Proactive with a desire to make a difference
- Driven to provide excellence



What you can expect

A competitive salary & clear pay structures, progression paths, and a comprehensive benefits package. You'll be joining a great place, driven by a shared purpose, where everyone can succeed and build a brighter future together.

How you can build your career at Kaplan

From this role, your potential paths for career progression at Kaplan include:

- Senior Credit Controller
- Other similar finance based roles