



## **Credit Control Manager H&H Group**

**Job Title: Credit Control Manager**

**Reporting to: Financial Director**

### **Overall Job Purpose:**

To manage the credit allocation and collection of debt arrears on behalf of the Group in order to ensure an efficient and effective service for clients.

### **Job Description**

#### **Primary Accountabilities**

1. To maintain relationships with new and existing Harrison & Hetherington clients by providing as required face-to-face or telephone advice.
2. To monitor the payment records on behalf of clients and control the collection of outstanding monies by direct contact either by email, letter or telephone, enforcing the terms of business as laid out in the Conditions of Sale.
3. To provide up to date reporting information to the Directors and executive team regarding arrears status and advice on debt recovery.
4. To work closely all relevant managers to enable clear lines of communication in order that robust systems with regard to payment terms and credit control are adhered to across all offices.
5. To conduct credit checks on new customers and resolve problems in relation to invoice payments.
6. To evaluate trading and cashflow of customers
7. To manage overdue accounts while maintaining good customer relationships
8. To balance our credit policies with a customer focussed perspective to maintain long-term relationships
9. To report to management on outstanding issues, highlighting potential debtor problems.
10. In liaison with the management to implement necessary changes to company credit policy
11. To maintain current knowledge with regard to industry compliance.
12. To prepare and issue legal notices as required.

#### **Secondary Accountabilities**

1. To play an active role in the awareness of Health and Safety issues with relevance for the company and to advise colleagues or seek further advice accordingly