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| **Role title** | Credit Controller | **Full or Part Time** | Full Time |
| **Reports to** | Julie Straughan - Accounts Receivable Manager | **Direct Reports** | N/A |
| **About Westerleigh Group** |
| Westerleigh Group cares for over 60,000 funerals every year. With more than 450 employees across 40 sites in the UK Westerleigh Group is the largest independent operator in the UK. Each funeral is an incredibly important one-off event for the bereaved and we make a difference to all those people who we interact with. All parts of the Westerleigh team contribute to this, from colleagues working closely with families, our grounds teams providing beautiful settings, colleagues at AK Lander making high quality memorials, the Development team constructing new sites and HR and Finance functions providing support to all colleagues.Our Vision* We provide exceptional care in a beautiful setting, so that families and friends can remember, mourn and celebrate the lives of their loved ones in a way that is uniquely personal.

We have big ambitions; to grow and invest in our sites, maintain our vision, further develop our loyal and committed workforce and to provide best in class facilities for our customers. |
| **Role purpose** |
| * Manage a portfolio of customer debtor accounts to ensure timely payments are received.
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| **Responsibilities / Accountabilities** |
| * To support the Accounts Receivable Manager with providing an efficient and customer focused service for the management of cash collection
* Process incoming funds accurately and promptly and update match bank data daily on Netsuite
* Proactively chase current and aged debt via telephone and email, ensuring prompt payments.
* Collaborate closely with internal teams to ensure the smooth running of credit control operations.
* Liaise with internal departments to resolve queries and manage these through to resolution.
* Logging of all incoming and outgoing correspondence to ensure a detailed audit trail on Netsuite.
* Meeting with Accounts Receivable Manager for line-by-line ledger reviews on a fortnightly basis to discuss progress, escalations and problematic issues.
* Liaise with the Accounts Receivable Manager to accurately forecast incoming cash receipts.
* Assist with the allocation of unallocated payments as well as month end bank reconciliations.
* Running of aged debt reports on a weekly basis.
* Any other Ad Hoc tasks.
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| **Experience/Knowledge/Skills** |
| **Essential** | **Desirable** |
| * Previous experience in credit control or collections
* Highly numerate and accurate with handling financial data.
* MS Office, including excel to a good level
* Professional demeanour, positive and flexible attitude, good inter-personal and communication skills.
* Ability to work under pressure and meet tight deadlines.
* Be able to work alone and as part of a team to tackle tasks proactively.
* Show good initiative and take ownership of tasks or issues
 | Knowledge of Netsuite |