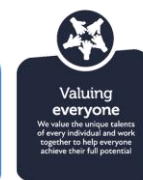


## JOB DESCRIPTION

<b>Job Title</b>	Credit and Billing Manager
<b>Reports to</b>	Group Financial Controller
<b>Job Purpose</b>	<p>Responsible for overseeing the company's Credit Control and Billing functions.</p> <p>Leading and developing the teams, ensuring effective performance management and fostering a high-performing culture.</p> <p>Ensuring timely collections, managing credit risk, and maintaining strong customer relationships.</p> <p>Ensuring that all billing processes are completed accurately and efficiently.</p> <p>Ensuring integrity of the data in the billing system.</p>
<b>Key Accountabilities</b>	<p><b>People Management:</b></p> <ul style="list-style-type: none"> <li>Lead, mentor, and develop the Credit Control and Billing teams, ensuring high performance, a positive working environment and collaborative and joined up ways of working.</li> <li>Set clear objectives and performance targets for the team, providing regular feedback and coaching to drive continuous improvement.</li> <li>Foster a collaborative team culture that encourages professional development and a customer-focused approach.</li> </ul> <p><b>Credit Control &amp; Collections:</b></p> <ul style="list-style-type: none"> <li>Manage the end-to-end Credit Control process, ensuring timely collection of payments and adherence to company policies.</li> <li>Monitor outstanding debts and proactively manage risk to minimize bad debt exposure.</li> <li>Develop and maintain effective credit control policies and procedures in line with best practices.</li> </ul> <p><b>Billing</b></p> <ul style="list-style-type: none"> <li>Ensuring that all billing processes are completed accurately, efficiently and on time. Ensuring integrity of the data in the billing system.</li> <li>Develop and maintain effective Billing policies and procedures.</li> </ul> <p><b>Reporting &amp; Analysis:</b></p> <ul style="list-style-type: none"> <li>Prepare and present regular reports on aged debt, collections performance, and credit risk to senior management.</li> <li>Analyse trends in customer payment behaviour and recommend actions to improve the efficiency of the credit function.</li> <li>Provide insights and data to support decision-making regarding customer credit policies and terms.</li> <li>Providing clear insight into key Billing metrics, such as billing accuracy, billing timeliness and no. of unresolved queries.</li> <li>Analyse accrued and deferred income to ensure proactive and timely billing and to minimise unallocated cash.</li> </ul>



	<p><b>Cross-Functional Collaboration:</b></p> <ul style="list-style-type: none"> <li>• Work closely with the Commercial, Finance, and Operational teams to ensure efficient invoice to cash processes.</li> <li>• Build and maintain strong relationships with key internal and external stakeholders to support effective credit control operations.</li> </ul> <p><b>Continuous Improvement:</b></p> <ul style="list-style-type: none"> <li>• Identify opportunities to improve processes, systems, and tools to enhance the overall efficiency and effectiveness of the Credit and Billing functions.</li> <li>• Stay up-to-date with industry trends, best practices, and changes in legislation affecting credit management.</li> <li>• Proactively suggest improvements to financial processes to increase efficiency and accuracy.</li> </ul>
--	--

## PERSON SPECIFICATION

<p><b>Knowledge, Skills and Experience:</b></p>	<ul style="list-style-type: none"> <li>• Proven experience in leading and developing a team, with a track record of driving high performance and managing staff effectively.</li> <li>• Excellent communication and negotiation skills, with the ability to build strong relationships with internal and external stakeholders.</li> <li>• Experience of working in an environment where services are charged to local authorities.</li> <li>• Excellent organisational skills, attention to detail and rigour.</li> <li>• Problem solving skills.</li> <li>• Previously used a high volume billing system.</li> <li>• Ethical and professional behaviour.</li> <li>• Confident with Excel (pivot, sumifs, vlookups) and other Microsoft office systems.</li> <li>• Ability to work well in a fast-paced environment</li> </ul>
---	---

