**Job Description**

**Role title: Senior AR / Credit Controller**

**Reports to: Senior Finance Manager**

**Grade: Senior Scientist 1**

**Sector: Finance Operations**

**Division:** Business Support

**Purpose / Scope of role**

This role is part of the business support team. The primary aim for the back-office support teams is to maximise chargeable work opportunities for fee earning staff.

**What success looks like in this role**

Following the probation period, a successful candidate will have a good understanding of the business and team process. They will have suggestions for process improvements and will look at better ways of working. They’ll grow within the business and the team, either in their current role or within new opportunities that arise.

**Key Responsibilities**

* Full ownership of the accounts receivable process for assigned teams.
* Ensuring timely and accurate completion by leading the billing team.
* Proactively manage relationships with internal and external stakeholders.
* Working with the wider business to investigate and resolve billing queries.
* Preparing and distributing weekly reports on billing to ensure monthly targets are achieved, including escalations to senior stakeholders.
* Continuously analyse WIP values to ensure working capital risk exposure is minimised, by holding monthly meetings with relevant stakeholders.
* Driving engagement throughout the business on the billing process and system utilisation
* Drive efficiencies and automation where required.
* Act as initial point of escalation for billing queries.
* Managing credit control for assigned accounts, following agreed processes for escalating.
* Preparing and distributing weekly reports on aged debt and cash receipts, including escalations to senior stakeholders.
* Ensure month end deadlines are hit and KPI’s are produced.
* Support the wider Transaction Team during busy periods following relevant training.
* Support and complete adhoc work assigned by the Senior Finance Manager.
* To carry out any additional activities that may be reasonably required or requested.
* To take reasonable care for the health and safety of yourself and others; make use of the tools, equipment, training and resources; and actively engage with colleagues at all levels to contribute to the continuous improvement of health and safety management.
* Complete mandatory health and safety training modules and any that are specific to your role.

**Skills/Knowledge/Experience/Qualifications**

**Essential**

* Minimum 5-year experience in similar role, including billing and credit control experience.
* Experience working in a business with WIP.
* Previous close working relationship with senior stakeholders.
* Experienced on Microsoft Office, mainly excel and outlook.

**Desirable**

* Degree or postgraduate degree in a relevant subject or AAT qualified.
* Understanding of Transactional Finance as a whole

**Our Values**

Our most important assets are our people who work here. We all work as one team and rely on each other. We wish to create a working environment to which our people are proud to belong, by maintaining our values at the forefront of everything we do. These values are:

* Integrity – We do the right thing
* Quality – Quality in everything
* People - We care
* Forward thinking – We focus on the future
* Positivity – We believe we can
* Fairness – We champion equality

**Our WOW Factor**

When home became work, we learned that flexibility, understanding and balance allowed us all to move forward and grow together. So, no matter where you’re based, the hours you keep, the toddlers you have to entertain, or outside interests that help with your wellbeing we’re committed to our Ways of Working (WOW) with each other so we can continue to be our best.

**You belong**

We recognise that everyone’s story is different. The opportunities, experiences and challenges faced in life shape who we are, and we understand that these are the things that make us individual and unique. Embracing our differences means we’re able to approach what we do from every angle.

Inspiration and insight can come from anywhere, and no matter your history or choices in life, we empower our people to be their best, so we can be our best, together. **We welcome the whole you.**