Staff Role Profile: Credit Control Operative

Job Level	Level 2a	**Job ID Number**	13250
Directorate	Finance, Planning & Resources	**Work location**	Shared Services, Paisley
Contract	Permanent	**Reports to**	Invoiced Income Supervisor

Scale and scope of role

Direct reports	N/A	**Indirect reports**	N/A
Budgetary responsibility / accountability	N/A	**Accountability for other resources**	N/A
Reach and impact	The income team handles annually around £250 million of receipts which have a direct impact on the reporting of funding and sales income to enable insightful decision making across the organisation. This is a critical and high-profile service provided by the shared service centre and has a direct impact on the organisation's capability to deliver services to people in crisis by ensuring cash is banked.		

Context

The British Red Cross helps millions of people in the UK and around the world to prepare for, respond to and recover from emergencies, disasters and conflicts.

Our volunteers and staff help people in crisis to live independently by providing support at home, mobility aids and transport. We also teach first aid skills.

We are part of the global Red Cross and Red Crescent humanitarian network. We refuse to ignore people in crisis.

Our principles and values

Our values (compassionate, courageous, inclusive and dynamic) underpin everything we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its fundamental principles: humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

Directorate overview

The role of Credit Control Operative sits within the Internal Services Directorate.

The Internal Services Directorate ensures the organisation's effective management of its resources to meet the organisational strategy to focus on making a difference to people in crisis and ensure we are truly aligned to our mission, values and fundamental principles. Working across the organisation, the Directorate ensures that our money, and non-financial resources, for example property, project management resources, are effectively managed to ensure our funds are best used on front line service provision, as well as providing oversight of the management of risk and compliance. The Directorate works through strong organisational links with a focus on engagement through transparency and openness.

Purpose of the role

The credit control team forms part of the operations team in the Shared Service Centre. The team is responsible for the collection of the Society's outstanding debt, ensuring correct allocation to customer accounts, liaison with Accounts Receivable department and other finance departments and operational managers to ensure efficient and effective service to the Society whilst complying with all statutory regulations. The job purpose is to achieve optimum debt collection performance by utilising credit control skills.

Main responsibilities

- Chasing arrears by telephone & email
- Reconciling customer accounts
- Credit checking and investigation
- Producing and analysing debtor reports
- Preparation of journals where adjustments are necessary
- Liaise with Income Team staff and managers
- Proactively looking for process improvement opportunities, challenge conventional practices & adapts new methods & best practice.
- To provide responses to any queries timeously and efficiently. In particular, to receive, action and resolve enquiries received from the Shared Service's Support Desk
- To uphold the Fundamental Principles of the Red Cross and Red Crescent Movement and to work within and promote the Society's Equal Opportunities policy and to demonstrate the competencies and behaviours set out in the Society's Management Development Framework.
- To undertake any other relevant duties within the overall scope of this post as may be required by the Line Manager.

Criminal Records and Driving Checks

Type of checks required for this role.

England and Wales - Disclosure and Baring Service Check (DBS)
> None
Scotland
> None
Northern Ireland
> None
Driving Checks
> No requirement to drive Red Cross vehicles
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Diversity

We are committed to being an inclusive employer with a diverse workforce. We encourage applications from people from the widest possible diversity of backgrounds, cultures and experiences – including disabled and ethnic minority candidates. This is to contribute to the breadth of experience we need to respond to people in crisis. You can read more about our commitment to diversity on our website.

Person Specification

		Requirement	Evidenced obtained through Shortlisting (S) Interview (I) or Assessment (A)
Knowledge	Essential ✓✓	> Knowledge of Microsoft Office, especially Excel spreadsheets	
	Desirable	> Working knowledge of double entry book-keeping > Knowledge of Agresso financial systems	
Skills	Essential ✓✓	> Excellent oral and written communication skills, telephone manner & telephony skills > Effective problem-solving skills and use of initiative > Ability to work in a pressurised environment. > Ability to maintain a high level of accuracy	
	Desirable		
Experience	Essential ✓✓	> Proven experience in a high-volume credit control department > Proven experience in working with a computerised sales ledger	
	Desirable		
Behaviours		> Recognise the implications of working within a charity and a voluntary organisation > Ensure work to equal opportunities policies and anti-discriminatory practice.	
Additional requirements	Essential ✓✓	- Upholds the fundamental principles and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamic). - Ensures inclusive practice and promotes diversity	
	Desirable		

In order to be shortlisted for interview, you need to meet the essential criteria as outlined above. *N.B. All disabled candidates who meet the essential criteria (✓✓) will be short-listed for interview in line with our commitment to the Disability Confident Scheme*