**JOB DESCRIPTION**

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| **SECTION 1** |  |
| **Job Title:** | **Credit Controller** |
| **Reporting to:** | **Credit Control Team Leader** |
| **Department:** | **Credit Control** |
| **Site:** | **Thorpe Park, Leeds** |
| **Working arrangements:** | **Hybrid (office / home based) introduced post training period** |
| **Date:** | **N/A** |

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| **SECTION 2 – JOB SUMMARY** |
| 1. To achieve the cash and debt reduction targets set by the Credit Manager and minimise bad debt risk on the sales ledger debt book
2. Responsible for the full reconciliation, administration and collection of debt across all three Hain Daniels Group trading divisions:

Daniels Chilled Foods LtdHain Frozen Foods Uk Ltd Histon Sweet Spreads Ltd1. To maintain a customer centric approach to debt collection whilst still achieving the required performance
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| **SECTION 3 – KEY RESPONSIBILITES** |
| 1. To liaise with all necessary internal departments for all three trading divisions to reconcile / collect outstanding monies against invoices and debits levied against the Hain Daniels group of companies
2. To contact customers for payment where the credit limit is exceeded and actively monitor risk against held orders. Review accounts within the post-holder’s responsibility and submit credit limit change forms where necessary to either align credit limits to current exposures or reduce exposure levels where accounts are flagged for concern / closer monitoring
3. To obtain settlement of all due and overdue invoices and repayment from our customers of all unjustified debit notes and customer invoices submitted against any of the Hain Daniels group of companies. Follow up on missing remittance advices, reconcile unallocated payments and ensure all live transactions are an accurate view of customer accounts and ageing for report purposes
4. To investigate all invoice queries and raise the necessary credit request documentation to clear justified debit notes and customer invoices queries. To maintain accurate records on category and status of debit note and invoice query investigations both on mainframe systems and in customer files
5. To provide weekly / monthly updates to the Credit Manager against the debt reduction targets, cash targets and general progress made against debt clearance and other performance measures agreed with the line manager
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| **SECTION 4 – SKILLS & COMPETENCIES** |
| * Teamwork – ability to work well in a team and build bridges with fellow peers and wider colleagues and stakeholders
* Communication skills - ability to communicate at different levels and adapt approach accordingly
* Organisational skills – ability to organise their work and demonstrate methodical approach
* Perseverance – is tenacious and does not give up when problems arise and seeks alternative ways to achieve the desired goal
* Results Oriented - motivated by success and passionate about working towards and achieving higher results. Operates with personal ownership and looks for ways and means to improve performance all the time.
* Customer centric – is customer focussed and builds rapport to facilitate effective collections activity and query resolution
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