



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Credit Controller (Non-Student Debt), Financial Services



Salary: Grade 4 (£19,202 - £22,017 p.a.)

Reference: CSFIN1057

We will consider flexible working arrangements

Credit Controller Financial Services

Do you have experience in credit management and debt collection? Do you have the skills and desire to improve systems and procedures? Do you have strong communications and analytical skills and can you work in a pressurised environment, to strict deadlines?

We are looking to appoint an experienced Credit Controller to join our Central Finance Team responsible for the collection overdue debt from our Commercial customers and Research partners.

The position will support the team in ensuring the overdue debt is collected timely and any issues are resolved or escalated appropriately. The successful candidate will be able to build a good relationships with our customers and contacts throughout the University, and be able to communicate effectively both via email and on the telephone.

You will need to be highly motivated, with good attention to detail and have the ability to manage a range of day to day administrative tasks, working individually and as part of a team.

What does the role entail?

As Credit Controller, your main duties will include:

- Utilising various collection techniques to ensure timely recovery of debt, reflecting the nature of the University's customers and partners;
- Maintaining and controlling the integrity of data within the SAP customer database and debtors' ledger, including customer creation and performance of customer credit checks, and cash allocation;
- Reviewing and issuing notifications stating accounts are overdue;
- Adopting a 'one-team' approach through liaison with Finance, Research and Academic staff across the University to support Faculty and Service assessment of commercial debt issues, enhanced management action and control to continually improve collections and minimise bad debt;



- Working closely with the Tax, Cash Services, Accounts Payable, Financial Accounting and Treasury teams to ensure that daily, month-end and year-end accounting processes and deadlines are met;
- Responding appropriately to enquiries from customers and University staff;
- Understanding the risk of the various accounts in the sales ledger, advising the Credit Control Manager and Financial Reporting Manager of areas of concern to enable the timely identification of bad debts, and the preparation of the debt provision for inclusion in the annual accounts;
- Assisting in streamlining systems and processes to make the best use of SAP, the University's accounting software;
- Adhering to, and assisting the development of the University's financial controls and procedures for credit control;
- Assisting the Financial Accounting team with the credit management, risk assessment and debt collection routines of the University's subsidiary companies across the varied and complex trading scenarios;
- Supporting on-line sales activity, as required.

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.

What will you bring to the role?

As a Credit Controller you will have:

- Experience in commercial credit management and debt collection;
- Excellent communication and presentation skills; able to work positively with staff and students at all levels and to work effectively and proactively as part of a team;
- Excellent organisational and time management skills, with the ability to work independently and proactively and organise and prioritise your own workload to meet deadlines and conflicting demands;
- Strong analytical skills and an understanding of risk assessment;
- Strong IT skills and be proficient in the use of Microsoft Office, particularly Excel and Word;
- A flexible and adaptable approach, with a commitment to seeking development and learning opportunities and the ability to keep up-to-date with new processes, information and systems.



You may also have:

- Experience of using information management systems (e.g. SAP);
- An understanding and/or experience of County and High Court collection procedures.

How to apply

You can apply for this role online; more guidance can be found on our [How to Apply](#) information page. Applications should be submitted by **23.59** (UK time) on the advertised closing date.

Contact information

To explore the post further or for any queries you may have, please contact:

Susan Pilkington, Reporting Manager Credit Control

Tel: +44 (0)113 343 6041

Email: s.pilkington@leeds.ac.uk

Additional information

Working at Leeds

Find out more about the benefits of working at the University and what it is like to live and work in the Leeds area on our [Working at Leeds](#) information page.

Candidates with disabilities

Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found on our [Accessibility](#) information page or by getting in touch with us at disclosure@leeds.ac.uk.

Criminal record information

Rehabilitation of Offenders Act 1974

A criminal record check is not required for this position. However, all applicants will be required to declare if they have any 'unspent' criminal offences, including those pending.



Any offer of appointment will be in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our [Criminal Records](#) information page.

