

Business Name: BGS Intelligent Door Solutions

Intelligent Door Solutions

Job Title: Credit Control Supervisor

Pay: Depending on experience

Location: Luton

Job Description:

The primary objective of the Credit Control Supervisor is to take full responsibility and management of the credit control teams for BGS, NF UK and GDC, with the purpose of maximising the debtor cash collection performance, and reduce overdue debt, maintaining the communication channels open with operational teams for all 3 companies, ensuring monthly debt reviews, offering continuous support to the credit controllers within the Group, fostering teamwork, and providing cover as & when required.

Key Responsibilities:

- Ability to foster effective team-work between the team and cross functional teams
- Provide sickness/holiday cover to the other credit controllers within the Group as and when required
- Identify, assess and inform direct and business management of internal and external issues that impact performance
- Take full and active ownership, providing subject matter expertise of ad hoc projects as & when required
- Advocate of change, in an ever changing and demanding environment – become a process champion and supporting the business whilst going through system changes
- Actively participate in regular team meetings, providing examples, suggestions and general insight to rest of the team and business
- Apply time management techniques to ensure daily activities are achieved, improving own and rest of team's performance which is aligned to achieving goals and targets
- Ensure activities are targeted at maximising cash collection and reducing overdue debt
- Work with cross functions and other stakeholders within the business to ensure invoice disputes are proactively recorded, resolved in a timely manner
- Ensure the day-to-day activities conform to company policies and internal control procedures
- Provide team and business with direct contact point for all customers
- Accurate forecasting of cash collection on a weekly basis for all 3 companies
- Ensure all activities are performed, including reporting and business reviews in line with company policy and the month end timetable
- Ensure regular meetings are diarised and performed with key account managers and cross functions to review debtors and disputes, keeping parties informed of initiatives, issues as well as progress
- Provide insight and recommendations for customers to support the credit assessment process

Essential requirements:

- Proven working experience as a Senior Credit Controller
- Experience in Retail/ home improvement and/ or Manufacturing ideal but not essential.
- Good communication skills both written and verbal.
- Advanced excel, use of Microsoft Business Central would be advantageous but not essential.
- Excellent professional telephone manner
- The ability to travel to other locations as required.
- Ability to prioritise workload