

## Job Description – Credit Controller

**Reports to:** Senior Accounting Manager  
**Based:** Peterborough  
**Hours:** 3 working days between Monday to Friday a week, from 9.00am till 5.00pm (totalling 21 hours per week)  
*A flexible approach to working hours, especially around month and year end, is required due to the nature of the role within a busy finance team.*

### **Who we are.**

The RHA is a member-led trade association supporting people and businesses in the road transport industry.

Find out more about us and our values on our website <https://www.rha.uk.net/>

At the RHA we believe that through collaboration and being a supportive, trusted partner, we can achieve great things. Our hybrid working approach allows our people to work both in our office locations and at home, providing flexibility and resources to succeed in your role.

At the RHA, our Equity at work strategy is aligned to our company values and who we are. We are committed to driving inclusion for all; aspiring to create a workplace that is fully representative of the communities and members we serve.

### **What you'll do.**

To be responsible for the debt management of the organisation.

### **Key responsibilities and duties:**

- Taking full ownership and accountability for aged debt
- Collection of outstanding debt by telephone / written communication and maintaining records of activities
- Evaluation and review of current and new customers credit limits to manage risk to organisation
- Handling customer queries and disputes arising from chasing of outstanding debt
- Agreeing on payment terms with customers and ensuring these are met
- Reporting on debt management, including debts collected and outstanding debt
- Identification of potential bad debt and taking appropriate action where necessary
- Collaborating with departments within the organisation to resolve outstanding debt
- Ensuring the bad debt provision is minimised by effective credit control activities
- Full debtor reconciliation and reporting
- Weekly reporting of outstanding debts
- Following up on all queries in a timely manner

### **Ad-Hoc duties:**

- Being pro-active in sorting out queries that come from the business
- Any other tasks as required by finance management
- Complete tasks / deliverables as per month-end timetable

**Key skills:**

- Prior experience in credit control
- The ability to communicate clearly and confidently with a range of people, both on the phone and face to face
- Focused on delivering outstanding customer service to internal and external customers
- Professional approach when dealing with all issues and employees
- High proficiency in Excel
- Must be a people person
- Strong teamwork skills essential
- Positive 'can do' attitude
- An appetite to develop or change processes to improve efficiency
- Strong organisational skills with attention to detail and a methodical approach

**General:**

- There may be occasions when it is necessary for duties to be undertaken away from the office
- Any other tasks which can reasonable be performed as requested by the RHA
- Employees are required to follow the Standard Operating Procedures (SOPs) for all finance processes
- Employees must adhere to all company policies and procedures including the RHA's Information Security & GDPR policies which outline their obligations regarding confidentiality of information including passwords.
- Adhere to the Companies Act requirements related to document retention.

**What we offer.**

We believe that taking care of our employees is the key to their success. That is why we offer an excellent remuneration and benefits package, 25 days holiday entitlement plus bank holidays for full-time employees and paid leave for charity projects. You can also purchase additional holiday.

We offer an extensive benefits package including private medical and dental insurance following completion of probation, Cycle scheme, monthly prize draw, Medicash and pension schemes.

We take pride in our commitment to supporting you at every stage of your career by providing top notch learning and development pathways.

If you require any reasonable adjustments or have an accessibility request as part of your recruitment journey, for example, extended time or breaks during interviews or assessments, a sign language interpreter, or assistive technology, please contact our HR team for further support. We are proud to be a Disability Confident Employer.



**General Responsibilities:**

All employees of the RHA have the following responsibilities:-

**Health and Safety**

- To take responsibility for your own health, safety and welfare, being conversant and ensuring compliance with the organisation's policies and procedures

**Training and Development**

- To undertake all reasonable training, learning and development activity designed to support you in your role

**Diversity and Equality**

- To be responsible for your own behaviour and act in a manner that avoids and discourages any form of discrimination or harassment

**Quality Policy**

- To be responsible for the activities required to support the organisation's Quality Policy

**Data Protection Policy**

- To be responsible for the activities required to support the organisation's Data Protection Policy.

**Employee's Signature:**

**Date:**

**Manager's Signature:**

**Date:**

**Review Date:**

**Date:**