

Job Description – Credit Controller

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| Site/Location | West Malling (Hybrid) |
| Department/Business Area | Finance |
| Reports to | Financial Controller |

About Woodgate & Clark

Woodgate & Clark has been providing a loss adjusting service to the UK insurance market for over 40 years and is one of the UK's leading loss adjusters, providing complete claims solutions to insurance providers operating in commercial, domestic, marine, and motor. The Company excels at the handling of specialist and non-standard claims. We are currently just under 400 team members across the UK and since 2015, Woodgate & Clark has been part of the Van Ameyde Group, Europe's market leader in international claims management. Van Ameyde operates across more than 30 territories through 46 operating companies, with more than 1500 team members.

To complement our adjusting services, we also have our own dedicated building repair network, Quadrassist, and provide specialist loss adjusting services in entertainment, events, and advertising through Spotlite Claims.

The Person

We are looking for a Credit Controller with a proactive mindset, a lateral thinker with excellent problem-solving skills. The role requires someone with excellent attention to detail and a high level of accuracy, able to work on their own initiative to support the business with the management and timely collection of debt. The successful candidate will take ownership for managing the timely collection of a growing number of sales invoices, and provide up to date, accurate MI to the management team to ensure that the business working capital position is maximised. We are looking for someone with excellent communication skills, able to manage stakeholders across the business and work closely with Adjusters, Managers, Client Managers and other Finance colleagues.

Responsibilities

The responsibilities of the **Credit Controller** include (though are not limited to):

- Help to define clear credit control process for all income streams
- Assess current debt position and target efforts accordingly.
- Communicate and embed the new process within the business.
- Compile a watch list, act and escalate age of debt concerns to Management/Adjusters as necessary.

- Proactively contacting customers to chase overdue payments via phone, email, or written communication.
- Reconciling customer invoices, resolving payment discrepancies, and maintaining accurate customer account records.
- Managing the collection of outstanding debts, negotiating repayment plans, and initiating legal action if necessary.
- Manage data from across several systems.
- Prepare statements and reports for insurers and key stakeholders/EMT.
- Provide regular updates, with commentary for senior stakeholders/EMT. Preparing and distributing reports on aged debt and cash flow forecasts to management.
- Respond to client enquiries in a confident and concise manner.
- Liaise with customers, adjusters and secretaries on all credit control matters, acting proactively.
- Working closely with other departments (such as sales and accounts) to improve credit processes and financial performance.
- Resolve account queries and manage debt recovery.
- Maintain and foster positive working relationships.
- Assist with Cashflow management when required.
- Support business transition projects where appropriate.
- You will be expected to carry out any other duties that may reasonably be required and notified to you by the Company.

Skills and Experience (E: essential, D: desirable)

- Logical and systematic in approach, delivering with accuracy and to specific deadlines (E).
- Sound written and verbal communication skills (E).
- Capable of prioritising competing workloads in busy periods and balance/coordinate a variety of work concurrently (E).
- Proactive, positive and quality-focused (E).
- Ability to work on own initiative, autonomously, as well as part of a wider team (E).
- Competent use of technology (E).
- Displays confidence, professionalism, and persistence (E).
- Strong numeracy skills (E).
- Highly analytical (E).
- Sage and/or SAP knowledge (D).
- Experience working within a professional services environment (D).
- Intermediate to advanced Excel skills (E).

Education and Qualifications (E: essential, D: desirable)

- Insurance-industry experience (D).
- CICM (D).

- Intermediate to Advanced experience in B2B credit control (E).