

Role profile



Role title: Credit Control Team Leader
Reports to: Credit Control Manager
Department Head: Senior Transactional Services Manager
Location: Office

Objectives of the role

- Promote a proactive Credit Control function.
- Responsibility for overseeing cash collection and minimising bad debt.
- Ensure that the provision of goods / services on credit terms is at a level that maximises turnover with minimum risk to the business.
- Ensure that the personnel within the team are fully trained, adhering to the department's processes, meeting objectives, coached and developed.
- Build, maintain and promote constructive and productive relationships with customers, field managers and Credit Controllers ensuring professional conduct is maintained.

Key Responsibilities

- Organise the day-to-day tasks and resources across the team to ensure objectives are met.
- Monitor KPIs to ensure the team is meeting targets and provide additional support as required.
- Produce and review KPIs such as cash allocation, dispute resolution, inactive account reconciliations, outstanding payment plans, unpaid Rent.
- Ensure all ex-licensee accounts are reconciled and either settled or passed to the debt recovery Credit Control team within 28 days of exit.
- Encourage Credit Controllers as to how queries and distressed accounts should be addressed, assisting the Credit Control Manager to promote best practice.
- Monitor and assist team members to resolve disputed invoices.
- Perform monthly 1-2-1 reviews with team members to identify any development, coaching and training needs.
- Monitor and assist completion of credit approval checks for new and existing customers.
- Monitoring and actioning of limited company notifications
- Attend and contribute to cross-business project groups as required.
- Assist Credit Control Manager in the review, update and implementation of credit control procedures across the department and business.
- Monitor and attend Credit Control/BDM fortnightly reviews.
- Provide organisation for and attend monthly debt reviews and ensure action points are followed up.
- Attend regional meetings and promote "days in trade" as and when required.
- Provide cover, where necessary, for Credit Controllers when absent.
- Deputise for Credit Control Manager when absent.
- Adherence and promotion of the department's GDPR policies.
- Other ad hoc duties including covering other departmental roles and tasks as required.

Skills and Experience

- Minimum of 3 years credit control experience, preferably in a similar environment.
- Minimum of 3 years supervisory experience, preferably in a similar role.
- Intermediate/Advanced Excel skills.
- CICM qualification desirable.
- Experience of product release decision-making.
- Excellent communication skills and demonstrably effective negotiation skills.
- Strong organisational and time-management skills.
- Highly self-motivated and adaptable to change.
- Able to display and promote a proactive, positive, professional team atmosphere and engage with our values.

Working Arrangements:

This position is Head office based with the expectation of office working for 5 days per week.



Admiral Taverns Values and Behaviours

Core to the Group's ongoing success is the strength of our team. We are incredibly proud of the culture we have developed across our business. Our team are passionate, hardworking, dedicated and ambitious. Our team developed the company values themselves which means that we live these through to the core of our business. Everything we do as an organisation revolves around supporting and enabling our licensees to make their business the very best it can be.

ONE TEAM

WE WORK TOGETHER IN A POSITIVE AND INCLUSIVE WAY

Collaboration and accountability
Be supportive and open
Motivate ourself and others

WE CARE

WE RESPECT AND CARE ABOUT OUR TEAM, LICENSEES AND OPERATORS AND DEMONSTRATE THIS IN OUR ACTIONS

Honesty and integrity
Empathy and compassion
Communicate with clarity to all

MAKE A DIFFERENCE

WE STRIVE TO MAKE THINGS BETTER

Take ownership and lead by example
Give and accept positive challenges
Deliver ambitious results

Admiral Taverns is committed to equal opportunities for all and to the provision of a diverse and non-discriminatory working environment.