

**PERFORMANCE PROFILE CREDIT CONTROLLER**

**MISSION**

The Credit Controller role sits within the Business Service Centre with key aims of delivering excellent execution to the point of purchase and putting the customer at the heart of everything we do.

The role of Credit Controller is to work with the credit management team to proactively optimise collections performance for the business through timely and accurate processing of relevant allocations. This role involves monitoring credit limits as they are approached or exceeded, handling queries on invoices and statements, assisting with the credit note process and query resolution, maintenance of customer master data, including credit limits and direct debit management.

You will be required to build strong relationships across the wider business – internally with Business Service Centre (BSC) colleagues, Sales, Finance and Business Planning and externally with customers and service providers such as our credit insurance company.

This role supports the collection services and associated administration for Edrington-Beam Suntory UK Ltd and Thomas Lowndes (TL).

There are 5 team members- The Credit Manager, 1 Senior Credit Controller plus 3 credit controllers. In addition to supporting the team you will be required to work closely with a virtual team of sales and finance team members to achieve the company's financial targets of debt and cashflow.

**KEY RESPONSIBILITIES**

**Operations**

- **Knowing your Customer:** Understand key customer and customers with high risk profiles across the businesses. Monitor customers trading pattern quarterly in order to ensure that they operate within the trading limits as defined by the business. Analyse payment patterns for your accounts, to identify potential issues and proactively resolve issues on a case by case basis.
- **Prioritising your workload:** Prioritise monthly workload by pro-actively actioning the oldest and highest value debt first along with high risk exposure accounts. Overdue debt should be targeted and calls made to all customers within 5 days of becoming overdue. Accurately record all calls and actions on SAP and in customer folders for discussion with Snr Credit Controller at monthly debt meetings.
- **Reconciliation of outstanding items:** Maintain a close control over the outstanding items on the accounts you manage. Prioritise based on value, age, volume and business impact. Aim to have no items more than 3 months old at the end of every month. Keep a record of activities and actions through daily SAP text updates and maintaining online customer folders.
- **Review Suspended Order Report:** Review and manage customer suspended orders transactions throughout the day following the agreed processes of applying trading limit and authorisation rules and customer knowledge to minimise risk exposure and meet the agreed processing deadline each day and communicating all orders not released by 1330hrs each day.
- **Manage Overdue Debt Outstanding targets:** ensure you are fully aware of the debt targets and are actively striving to hit these, key operational areas here are achieving the call cycle targets for pre and post due date accounts, handling the complex issues of customer deductions management and ensuring account manager meetings are taking place at least quarterly with minuted actions being shared.

- Cashflow reporting and financing: Ensure the accurate and on time delivery of our weekly and monthly cash flow and invoice discounting reporting which will ensure that business maximises it's banking facilities at all times. Work with the Senior Credit Controller to identify any challenges in cash flow forecasting accuracy, understanding where discrepancies between forecast and actual have arisen and steps taken to make improvements.
- Focus on accuracy and attention to detail by ensuring compliance within the parameters of the Operating Principles Document & Credit Management policy and processes.
- Audit: Play an active role in the audit requirements and co-ordination of sample reports for Credit Management team ensuring documentation is produced on time.
- Deliver Exceptional Service to Internal & External Customers: Leading by example, ensure you take full ownership of your areas of responsibility, focusing on pace and urgency, accuracy, attention to detail and timeous resolution of queries and deductions. Ensure that work is prioritised effectively within the team to ensure specified deadlines are achieved and our customer experience enhanced.

### **Performance Reporting**

- Influence achievement of Credit Management KPI's for overdue debt, cashflow and deductions through discussions with the credit control team and account managers targeting continual improvement and process improvement recommendations.
- Monitoring the level and ageing of debt by analysing the ledger and production of weekly, monthly and ad-hoc reports for:
  - Discussion at regular review meetings with Credit Manager;
  - Recommend actions to minimise overdue debt;
  - Escalation of issues to the Account Handler and Credit Manager
  - Ensuring timescales and accuracy are met. This will include: contributing to monthly cash flow forecasting, monitoring actual collections against forecast and investigating variances
- All reporting to be done on time every month including the production of the Control File to be provided to Finance by WKD 4

### **People**

- Build Strong Working Relationships: You will be required to work closely with all members of the Credit Control team and a wider "virtual team", including customer services, sales and the broader finance team to deliver stretching goals for the business and which will interface with customers providing a seamless collection service. Use commercial knowledge, interpersonal and influencing skills to develop strong relationships with key customers through regular communication.
- Take ownership for your training and development including annual individual performance development plan and work with the Credit Manager to identify gaps and track progress.
- Forward Thinking: Within 6 - 9 months, anticipate potential issues and consider new ways of working within the department by challenging the status quo and reviewing existing working practices to look for efficiencies and performance improvements.
- Self-Managing: Within 9 - 12 months be operating as an effective controller requiring minimal direction. Delivery to targets and fulfilment of objectives will be standard performance.

### **Systems**

- The role requires that you to have strong computer skills and work with a keen attention to detail.
- A good working knowledge of Microsoft Excel is required and to ensure that your knowledge of SAP, Business Warehouse and all relevant systems is continuously reviewed and improved to enable you to interrogate the SAP system effectively.
- Provide support where required on system related projects or upgrades to ensure best possible outcomes for the Credit Management team and wider business unit.

### **KNOWLEDGE, SKILLS & EXPERIENCE**

- You should have a passion for risk management and a tenacity and drive to continually deliver stretching targets.
- You will be required to have practical experience of proactive collection and have the ability to complete complex account reconciliations within tight deadlines.
- You should have excellent knowledge of credit control concepts and procedures and have a proven track record of delivering stretching targets on a regular basis.
- Strong numerical and analytical skills
- Ability to prioritise well
- Experience of SAP or a similar ERP system
- Business Warehouse reporting skills in conjunction with Excel is desirable
- Working alongside your team within a team environment which is fast paced and results orientated you will use your initiative, along with diplomacy and tenacity to deliver continual improvement for the business.

### **BEHAVIOURS**

Edrington - Beam Suntory UK has five values; Be Real, Be Curious, Be Brave, Be Together and Be Driven, we want all our employees to be the embodiment of those values.

- Self-starter with passion and ambition
- Solution orientated and 'can do' attitude
- Willingness to take ownership and demonstrate leadership within their areas of responsibility.
- Possess a high level of emotional intelligence