

Credit Controller

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Company: Aldermore Bank PLC

Location: Manchester

Category: business-and-financial-operations

Aldermore Group – why we exist

Let us tell you a bit about us

We're Aldermore – the award-winning bank, trusted and highly rated by over a quarter of a million customers for more than a decade. With our range of specialist mortgages, savings accounts and business finance solutions, we're backing more people to go for it.

We thrive by saying “yes” to our customers. We respect the ingenuity of entrepreneurs and their startups; we give first-timers a leg-up onto the property ladder; we open up the lending market to many; and thousands of customers chose Motonovo Finance every week to buy their next car, van or motorbike.

This is where you come in. We are on a journey. A journey defined by a destination; to deliver on our purpose.

Let us tell you a bit about the opportunity

We are recruiting a Credit Controller to join the team on a 12-month fixed-term contract.

To provide a first class credit control and ledger management service for our Full Service client base, whilst maintaining a focus on risk management.

To act as an ambassador of the organisation's promises – be deeply invested, value our differences, build trust not territory, always do the right thing, have courage and stay curious.

To act as an ambassador of the Bank's vision to; Back more people to go for it in life and in business.

What will your day look like?

To collect all overdue monies using a variety of collection methods (telephone, email or letter) for our invoice finance clients.

Manage legal processes including instruction of Letters before action and preparation of cases to take further action to judgement.

To maintain contact with clients and debtors in order to rectify problems and to ensure that memo lines are updated with current information and that ledgers are maintained in a clean state.

Provide monthly update to clients by sending a detailed dashboard in standard form

Ensure that invoices are disputed and funding limits withdrawn when applicable, thus controlling our bad debt risk and maximising our security

Resolution of disputes considering risk to business while maintaining excellent customer service.

Assist with allocation of monies received to allow maximum availability of funds for clients.

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Assist with allocation of monies received to allow maximum availability of funds for clients.

To complete invoice and balance verifications

Provide a high level of service to ensure client satisfaction and retention

To adhere to service level agreements within the business applicable to your role

To be a supportive and participative team member and ensure that the duties of the department are covered.

To work collaboratively with your colleagues within Relationship Management, Risk and Operations to ensure effective delivery of client service throughout the life time of the client and ensuring TCF principles are adhered to

What do we expect from you?

Invoice industry experience would be preferable

Working knowledge of financial statements.

Strong Customer Orientation, including excellent telephone manner

Strong keyboard & numeracy skill

What can you expect from us?

A friendly and flexible culture, the same as how we work with our customers.

A growing organisation that means there's lots of opportunities to progress

A drive for continuous improvement, which you will be empowered to get behind from day one.

And of course, you will be rewarded competitively, with a good range of core benefits and bonus potential.

Still curious?

Join us and we'll make the same promises to you as a colleague, as we do to each of our customers. We're committed to building a working environment that values respect, diversity, and compassion. We welcome people regardless of age, disability, gender identity, marital status, race, faith or belief, sexual orientation, socioeconomic background, and whether you're pregnant or on family leave.

Please note that we have a thorough referencing process, which includes criminal record checks.

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