

## Credit Controller

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Company: Clyde & Co

Location: Manchester

Category: business-and-financial-operations

### Key Responsibilities

Ensure invoice debts are collected in a timely manner, in line with the collections strategy to meet cash collection and debtor day targets as advised (set monthly)

Hold regular meetings with partners and clients to ensure all relevant debts are chased as necessary, including production of targeted reports to drive correct payment behaviour.

Establish good working relationships with relevant stakeholders

Escalating non-payment in a timely fashion to the appropriate level both within Finance and Front Office

Maintaining accurate notes and statuses on the credit control module of Elite, to enable central management to review and report on the portfolio

Dealing with queries from case handlers, clients and other members of the Finance department. Daily communication with cashiers and billing assistants

Using the Firm's systems to look up general queries on 3e, Axxia or Visual Files

Gain a good understanding of their ledger and be able to forecast position their month end position and plan a walk to target

Maintain up to date How To guides for each client or task to ensure work can be covered during absences

Ad hoc projects as required to support the management of outstanding client debts in line with agreed targets

### **Essential Skills & Experience**

Credit Control experience, preferably within a law firm

Background in law preferable but not essential

Confident & competent to deliver BAU processes already in place

Ability to communicate at a senior level

Ability to manage & prioritise an extensive caseload, while also meeting other ad hoc objectives

Ability to recognise potential risks to the Firm that should be escalated

A working knowledge of Excel spreadsheets is required

A working knowledge of 3E, Elite Collections (or similar) would be preferable

Strong communication skills

Ability to establish & maintain excellent relationships with both internal & external clients

Ability to negotiate at a senior level and to influence towards a positive outcome for the Firm

Ability to meet deadlines and work effectively and accurately, even when under pressure

A methodical approach and excellent attention to detail

Ability to assist in promoting the role & importance of the Credit Control team within the Firm

### **The Firm**

Clyde & Co is a leading global law firm, specialising in the sectors that underpin global trade and commercial activity, namely: insurance, transport, construction, energy, trade and commodities. It is globally integrated, offering a comprehensive range of contentious and non-contentious legal services and commercially minded legal advice to businesses operating across the world. Clyde & Co is committed to operating in a responsible way. This

means progressing towards a diverse and inclusive workforce that reflects the diversity of its communities and clients, using its legal skills to support its communities through pro bono work, volunteering and charitable partnerships, and minimising the impact it has on the environment. The firm has 480 partners, 2400 lawyers, 3200 legal professionals and 5000 people overall in over 60 offices and associated offices worldwide.

### **Our Values**

Our values are the principles that guide the decisions we make, unite us in our endeavours and strengthen our delivery, for our clients and our firm. We:

**Work as one** We are a globally connected team of talented people who act with a firm-first mentality to achieve success

**Excel with clients** We aim high and challenge ourselves to deliver unique excellence for our clients, keeping them at the centre of everything we do

**Celebrate difference** We help each other to be at our best and believe our differences result in greater achievement

**Act boldly** We seek new opportunities, take action and learn as we go, recognising that curiosity drives our development and contributes to growth

### **Business Services Competencies**

Clyde & Co is committed to providing extensive, personal and professional development opportunities for our people enabling them to be highly effective in their current role as well as assisting them to fulfil their career aspirations.

The competencies are used to inform all aspects of Business Services career development.

They vary across levels and different business areas and fall under the following areas:

Technical Excellence

People and Team

Client/Stakeholder Relationships

Service Delivery and Commercial Awareness

Personal Effectiveness

### **Benefits**

## Your health

Private medical insurance scheme

Free and confidential medical health checks

Dental insurance for accident and emergency treatment

## Your wealth

Contributory pension plan (Group Personal Pension Plan)

Life assurance equivalent to four times annual salary

Group Income Protection

Enhanced maternity, paternity, and adoption pay

Childcare voucher scheme

Season ticket loan

## Your lifestyle

Subsidized sports club membership

Cycle to Work scheme

Employee Assistance Programme

In-house dry cleaning service and online benefits

Note: Eligibility for benefits is dependent on location and length of service. Confirmation will be provided upon joining.

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