

## UK SSC Analyst - Credit

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Company: Heidelberg Materials AG

Location: Chipping Sodbury

Category: business-and-financial-operations

### Customer Accounts Analyst

Our Chipping Sodbury office is close proximity to yate the market town boasts many attractions. Our offices are nestled Chipping Sodbury, nestled within Yate in the heart of rural surroundings, provides an idyllic setting for a workspace. Its proximity to both the M4 and M5 ensures easy connectivity and convenience. This blend of tranquility and accessibility makes it an excellent choice for any working environment with free parking and onsite cafe

### Customer Accounts Analyst

#### Mission & role of the function

The Heidelberg Materials Shared Service Centre (SSC) works alongside the business providing administrative support functions and customer excellence

The Customer Accounts (CA) department is responsible for risk analysis and assessment of customer credit limits, collection of accounts receivable, and proactive management of all aspects of customer accounts.

#### Key accountabilities

- Working within an analytical role taking ownership of risk assessment processes,
- Proactive ledger analytics to identify customer payment behaviors at an early stage
- Management of standard legal cases via internal and third-party legal teams
- Reflecting changes to credit policies quick and efficiently when required
- Applying customer specific, credit rating and industry information to customer ledgers and propose adjustments where necessary.
- Make credit decisions on new accounts or credit reviews in line with delegations of authority.

- Ensuring departmental compliance and delivering accurate reporting.
- Providing excellent customer service; guidance and support to internal and external customers.
- Ensuring compliance with appropriate processes and controls - driving efficiency and corrective action as required.
- Taking ownership for and handling non-standard requests or issues; escalate if appropriate.
- Accurately working within agreed SLAs on a right first-time basis.
- To work with high levels of integrity and confidentiality
- Ensuring appropriate records are kept and enabling accurate reporting.
- Embrace and promote department and wider SSC initiatives and personal development.
- Working as part of a team to work towards targets.
- Supporting the team lead in driving departmental change and innovation.
- And any other task requested by your team lead or any SSC senior manager.

### **Job dimensions**

Working within an analytical role taking ownership of risk assessment processes, proactive ledger analytics and dunning processes across the whole UK customer base.

Working with the business and wider SSC collaboratively to continuously improve departmental efficiency and effectiveness.

### **Job requirements**

- Excellent interpersonal skills - with the drive and flexibility to support others.
- Good Microsoft Office (excel).
- Excellent data and reconciliation skills.
- Excellent written and oral communication skills.
- Relevant experience in a prior role.

### **Education/Qualification**

Credit Management qualifications advantageous

### **What's on Offer:**

**Salary: £26,000 - £27,000**

**Location: Chipping Sodbury**

**Hours: 36.25**

Employer of choice: Armed Forces Covenant (Silver) / Disability Confident Committed / 5% Club (Platinum) / Mates in Mind / Clear Assured (Foundation) / The Mineral Products and

Qualification Council (MPQC) / STEM Ambassador

Compensation Package: Bonus incentives / Generous Pension Schemes / Life Assurance

Work Life Balance: 27 days holiday (excluding bank holidays) / Agile working / Flexible working / Holiday purchase / Sabbatical

Family Friendly: Enhanced policies such as Maternity / Paternity / Parental Leave / Neonatal / Adoption

Social Values: paid Volunteering Day every year / Communities (LGBTQ+, Network of Woman, Woman in Science and Engineering (STEM), Armed Forces)

Wellbeing: Employee Assistance Programme (EAP) / Mental Health First Aiders / Cycle to Work / Employee Benefits portal including Gym discount / Free eye tests / Discounted Private Medical cover

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