

Credit Control Assistant

Job description

Salary Range:	£25,307 - £28,524 per annum, pro rata
Band:	6
Job type:	Part time - 22.5 hours per week, over 3-5 days
Contract period:	Permanent (could be term time only)
Reporting to:	Group Management Accountant
Team:	Platform services
Location:	Oxford/hybrid (up to full hours from home, in line with Picker's remote and home working policy)

About Picker

Picker is an Oxford-based charity with an international reputation as a key authority in the measurement and improvement of patient experience. Our mission is to make person-centred health and social care a reality for everyone. We operate in a Group structure, which includes Picker Institute Europe (the charity) and Picker HWA (a wholly owned subsidiary).

Researching and measuring the experiences of patients, service users, and staff are key areas of our work. We develop and run surveys for a wide range of public and private healthcare organisations, as well as national bodies, voluntary sector organisations and international healthcare providers. Furthermore, we conduct original research using qualitative and quantitative social research methods to investigate issues related to people's experiences of care and organisations' efforts to improve services.

Platform services

Platform services is responsible for organisational development and provides corporate support to Picker. This includes liaising with the Board of Trustees and overseeing governance and strategic development. On a day-to-day basis, platform services support other Group teams with communications, finance, HR, and IT related matters.

Purpose of the role

The Credit Control Assistant manages the group's sales ledger and related financial and accounting records, including bank reconciliations. The post holder will assist the Group Management Accountant in managing accounts receivable and improving cashflow by focusing on mitigating risks and ensuring credit issued by the group is paid in full and on a timely basis. The

post holder will continually look for ways to make the debt collecting process more accessible, timely and beneficial for both the group and the client, as well as keeping accurate records. They will enable future decisions by reporting and analysing current financial activity within the group.

Duties and responsibilities

- Responsibility for the administration of client accounts including tasks such as:
 - Creating and sending invoices to clients, including via client portals
 - Setting up new client accounts, including conducting credit check/due diligence procedures
 - Resolving client invoicing queries, with support from internal stakeholders (such as project manager)
 - Issuing monthly statements
 - Updating client accounts on NetSuite as needed
 - Maintaining good working relationships with clients
- Assisting in the collection of external client debt including tasks such as:
 - Running aged debtor reports and conducting monthly review of debtors and credit balances
 - Chase outstanding debt while maintaining good client relations
 - Managing credit limits
 - Highlighting debtor issues with internal stakeholders (such as programme and project managers)
- Acting as the accounts receivable administrator including tasks such as
 - Creating intergroup recharges
 - Daily bank posting and reconciliation
 - Monthly intercompany reconciliation
 - Monthly reporting
 - Updating ledger as needed
 - Actioning emails received as appropriate
 - Assisting with VAT and other tax requirements as appropriate
 - Ensure the organisation is compliant with regards to VAT, due to the outside the scope/partial exemption status
 - Quarterly due diligence checks/credit checks
 - Assisting with cash flow forecasting: produce estimated cash receipts for cash flow forecasting as required
- Liaising with colleagues including tasks such as
 - Providing support and advice to colleagues to ensure that financial procedures and processes are followed
- Contributing towards the successful operation of the finance function including
 - Ensuring sales and credit control data and information are collated, stored and analysed in compliance with all group policies, internal working practices and external regulatory requirements.
 - Maintaining the sales and credit control sections of the Finance Manual and Processes

- Assisting the Chief Financial Officer and Group Management Accountant in developing and improving the function

General duties

- Contributing to the work of the Group as a whole by:
 - Fully engaging and participating in the achievement of Picker's aims and objectives
 - Advocating new approaches, processes and methods to enhance Picker's performance
 - Promoting the sharing of knowledge and communications across teams within Picker; working closely with other teams to deliver projects and promote the work of Platform services.
- Other reasonable duties commensurate with the grade, as requested by line manager.

This job description is not exhaustive and may change as the post or the needs of the business develop. Such changes will be subject to consultation between the post holder and their manager and, if necessary, further job evaluation.

Person Specification

Experience, knowledge and understanding	
Demonstrable experience of excellent client service, including resolution of problems or issues	E
Demonstrable administrative experience	E
Good understanding of data protection regulations (including UK GDPR) as they apply to a finance function	E
Experience of the credit control function, including debtor management	E
Experience of working with a range of financial data	E
Experience of managing financial systems, including using integrating management information /accounting software package	D
Use of a finance system eg NetSuite enterprise resource planning financial application or an equivalent accounting application	D
Skills and abilities	
Excellent attention to detail and a methodical analytical approach	E
Very numerate and confident in handling numeric data	E
High levels of IT literacy, especially in the Microsoft Office suite (including Microsoft Word, Excel, PowerPoint, Outlook, and Teams).	E
Excellent verbal and written communication, including the ability to negotiate and resolve issues	E

Able to work independently, following managerial direction with limited supervision in order to deliver against agreed personal and organisational objectives and deadlines	E
Excellent grasp of the English language.	E
Personal qualities	
GCSE maths level qualifications or equivalent professional experience	E
Empathy with Picker and its aims	E
Flexible and facilitative working style	E

E = essential D = desirable

This job description is not contractual and is liable to change over time.

Picker is committed to equality, diversity, and inclusion in all that we do. We welcome applicants from diverse communities and backgrounds, and we are a Disability Confident committed employer.

All roles at Picker require a criminal record check. Picker will not automatically refuse to employ someone with a previous criminal conviction.

For further details, please contact our HR team by email hr@pickereurope.ac.uk