

## Job Title: Credit Control Officer

**Salary:** £23,000 - £24,000 Plus £3000 London Weighting  
**Pro Rata PA (£13,800 - £14,400 Plus £1,800 London Weighting)**

**Contract:** Fixed Term to 30 Nov 2020  
**Based:** London Office

**Hours:** 22.5 Hours PW Part Time (3 days a week)

### Citizens UK

Citizens UK organises communities to act together for power, social justice and the common good. We are the home of community organising in the UK, with diverse civil society alliances across England and Wales. We develop the leadership capacity of our members, so they can hold politicians and other decision-makers to account on the issues that matter to them. Citizens UK is responsible for the Living Wage Foundation, that accredits business (including 33 FTSE 100 companies), Sponsor Refugees and PACT. Please visit our website at [www.citizensuk.org](http://www.citizensuk.org)

### Purpose

The Credit Officer is responsible for ensuring that invoices are raised in an accurate and timely manner, outstanding monies are collected and administered in accordance with CUK policy. The job holder deals with membership invoices efficiently and sensitively by telephone, email and in writing. As the main point of contact for budget holders, the job holder produces regular aged debtor's analysis.

### Main Responsibilities

Working in the Finance and Operations team your main responsibilities will include:

<b>Financial Transactions</b>	<b>Revenue Management</b> (85%)	<ul style="list-style-type: none"> <li>Deal with internal and external invoicing queries</li> <li>Chase overdue invoices by telephone, email &amp; letter</li> <li>Maintain accurate records of chasing activity and prompt payment</li> <li>Contacting customers to ensure all relevant debts are managed</li> <li>Ensure that all transactions are compliant with Company policy</li> <li>Send out monthly client statements/letters as required</li> <li>Extract data and enter/transfer it to financial accounting system</li> </ul>
<b>Analysis &amp; Reporting</b>	<b>General Ledger Management</b> (5%)	<ul style="list-style-type: none"> <li>Allocate funds to the correct general ledger account and sub code</li> <li>Assist with month end closure process</li> <li>Generate regular analysis of revenue and debtor status</li> </ul>
	<b>Fund Reconciliation</b> (2%)	<ul style="list-style-type: none"> <li>Assist with cashflow forecasting</li> <li>Assist with monthly bank reconciliation</li> </ul>
<b>Information Management</b> (2%)		<ul style="list-style-type: none"> <li>Ensure financial records are accurate, complete and stored appropriately</li> <li>Demonstrate knowledge and understanding of financial information</li> </ul>
<b>External Relationships</b> (2%)		<ul style="list-style-type: none"> <li>Represent Citizens UK coherently verbally and in writing. Always behaving professionally towards external stakeholders by telephone &amp; in writing</li> <li>Record members disputes and liaise with colleagues to monitor progress and resolution.</li> </ul>
<b>Develop and manage internal relationships</b> (2%)		<ul style="list-style-type: none"> <li>Work collaboratively with the team and across Citizens UK to meet the expectations of our network and stakeholders</li> <li>Actively participate in the Finance Team</li> </ul>
<b>Risk &amp; Compliance Management</b> (2%)		<ul style="list-style-type: none"> <li>Follow the financial policies as per the Finance Manual</li> <li>Demonstrate reliability and personal integrity</li> </ul>

## Person Specification

---

REQUIREMENTS		ESSENTIAL	DESIRABLE
<b>QUALIFICATIONS</b>	Education: A Level in a numerical subject or BTEC Level 3 (National) in business\accounting	✓	
	Degree or equivalent professional qualification		✓
<b>EXPERIENCE</b>	Experience in a similar role	✓	
	Bank reconciliations experience		✓
	Previous experience of maintaining General Ledger Accounts	✓	
<b>KEY SKILLS AND KNOWLEDGE</b>	Excellent time management skills with the ability to juggle a wide range of competing demands	✓	
	Good understanding of the Debtors Management and Credit Control processes	✓	
	Familiar with data entry on to Sage Live or similar ERP system		✓
	Proficient in use of MS Office package (Outlook, Excel, Word etc)	✓	
	Intermediate Excel	✓	
	High levels of numeracy with strong attention to detail	✓	