

Credit Control Team leader

Full Time, Permanent

Competitive Salary

(40 hours per week)

An exciting opportunity has arisen for a motivated Credit Control Team leader to join the Credit Control (CC) Team at Cotteswold Dairy. Established in 1938, Cotteswold has a successful history spanning over 80 years and is now the largest independent family owned Dairy in the UK.

Working as part of a busy CC Team at the Head Office in Tewkesbury, you will play a key role in a dynamic and fast paced department as a valued member of the Finance team. The role requires you to be a flexible self-starter, with previous management experience, having strong attention to detail and great communication skills. You will be working with all levels of management internally and customers externally, a desire to provide excellent customer service is essential.

Day to day, your role will include:

- Proactively responding to queries from Managers and Employees and providing updates
- Manage the day to day debt collection process for the group
- Lead train and develop team members motivate team to hit KPI's and team KPI's
- Initiate and undertake projects to improve operations,
- Build relationships with customers and key external contacts by visiting depots
- Proactively manage those accounts with our Legal team

The primary responsibilities of the role will be organising and training a team of 3 to ensure "Best Practice" accurate debt records, timely collection of outstanding debt, The successful candidate would also be required to contribute and develop ideas to improve the performance of the department. You will work closely with our Depots and Sales teams as well as numerous corporate departments including, Implementation of improvements in processes, IT/Systems and Finance.

In the role you will be supported and encouraged to maintain your professional development, with training and development opportunities, in addition to a range of benefits including:

- Online employee benefits platform
- 30 days holiday inclusive of Bank Holidays
- Group Personal Pension Scheme – 4% Employer contribution
- On-site tuck shop – which donates the proceeds to charity!
- Cycle to Work Scheme
- Refer a Friend Scheme – potentially receive £250
- Employee shop – discounted products and potential free delivery
- Free car parking

If you have a passion for delivering an excellent credit control service, and feel you meet the criteria on the accompanying Job Description we want to hear from you! For an informal discussion about the role, please contact Esther Annis, Financial Controller on 01684 298959.

To find out more and to apply please email hr@cotteswold-dairy.co.uk.

Job Title:	Credit Control Team Leader
Department:	Finance
Base Location:	Tewkesbury
Hours:	40 hours per week
Relationships:	Internal Departments, Legal Team, Customers
Responsible to:	Financial Controller
Responsible for:	3 Credit Control & Treasury team members

JOB DESCRIPTION

Established in 1938, Cotteswold Dairy is one of the UK's leading independent, family-owned dairies. We support local farmers and communities by delivering the freshest, finest quality products and first class customer service.

Team Cotteswold:

At Cotteswold Dairy we recognise that we will achieve far greater success working as a team, with empathetic people management and valuing each other, our staff and our customers.

The aim of 'Team Cotteswold' is to give a disciplined and determined effort to value everyone and everything and as a consequence make the Company the first preference for employees and customers alike over the long term.

The Team Cotteswold Vision:

A well-managed business, with controlled profitable growth, that has an excellent reputation and is recognised as a place of opportunity where people are motivated to work.

Overview:

We currently have an exciting opportunity for a Team Leader within our Debt Collections team.

You will play a key role in a dynamic and fast paced department as a valued member of the management team. The role requires you to be a flexible self-starter, with strong attention to detail and great communication skills. You will be working with all levels of management internally and customers externally, and a desire to provide excellent customer service is essential.

The primary responsibilities of the role will be organising a team to ensure "Best Practice" accurate debt records, timely collection of outstanding debt, and the training and development of 3 team members. The successful candidate would also be required to contribute and develop ideas to improve the performance of the department. You will work closely with our Depots and Sales teams as well as numerous corporate departments including, Implementation of improvements in processes, IT/Systems and Finance.

Some key expectations of the role include building relationships with customers, sales managers, depot managers and key contacts, monitoring team performance and keeping management informed

of any significant developments. As part of this role, you will also be visiting customers and depots to support the goals of the department.

Main Duties & Responsibilities:

- Manage the day to day debt collection process for the group.
- Providing updates and information to Management on team progress
- Lead train and develop team members
- Motivate team to hit KPI's and team KPI's
- Initiate and undertake projects to improve operations, as necessary
- Work with Sales, Implementation improvement of IT/systems and others, as required
- Build relationships with customers and key external contacts
- Proactively manage those accounts with our Legal team.
- Organise and attend regular customer/depot visits as required.
- Any other duties as required by Management.

The Requirements:

Essential:

- Leadership skills and ability to think independently
- Problem solving and results-oriented
- Flexible self-starter
- Managing and developing employees
- Detail-orientated
- Organisation and planning
- Excellent communication and presentation skills
- Good understanding of Excel