

CREDIT CONTROL MANAGER

We're making a difference: Together, we can ensure that there is enough water for everyone, now and in the future.

Portsmouth Water are delighted to have an opening for a Credit Control Manager for our highly regarded Customer Services Department.

As the Credit Control Manager, you will lead the credit and revenue assurance function within the Customer Services Department at Portsmouth Water. The role will require you to manage the performance of the Recovery Team as well as our external delivery partners. Your focus will be on maximising opportunities to maintain industry leading debt performance through regular analysis of how effective current customer journeys and recovery processes are performing. The business requires the individual to have the ability to understand our customer base, examine existing and potential credit risk, and segment this to introduce recovery paths and campaigns and analyse the impact on both collections and debt prevention recognising the support requirements for our customers who are in vulnerable circumstances and maintaining high levels of customer satisfaction.

What will you be doing?

Key Responsibilities

- As the primary point of contact, you will need to develop and manage key relationships internally, with third-party providers and other stakeholders and participate in operational and governance meetings. This may involve the management of tenders and contractual set ups or exits working alongside other supporting departments in the business.
- Manage and maintain revenue assurance business processes and policies, including the testing of new functionality and the development of high-quality work instructions and training documentation for operational changes.
- Support the necessary development and implementation when system changes are required in our customer applications relating to these areas.
- Ensure effective communication across all levels of management with internal and external stakeholders.
- Providing overviews to senior management on existing and upcoming projects.
- Manage the Debt & Affordability function, driving efficiency and performance with focus on future development and ongoing horizon scanning.



320,000

Properties supplied
with water



170 Million

Litres of drinking
water per day



21

Natural water
sources

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CONTINUED



Excellence | Integrity | Future Focus

£40,276 - £45,034

GRADE 7

+ Non-contractual bonus related to company performance of up to 6% of basic salary

Hours:

Full-time | Permanent | Hybrid, 2-3 days in the office

Holiday:

27 days increasing up to 31 days, plus bank holidays

Pension:

A generous pension scheme in which Portsmouth Water will contribute up to 15%

Life assurance:

The life assurance scheme provides a death in service lump sum benefit of 4 times pensionable salary

Employee Assistance Programme:

Provided by Bupa

Volunteering:

You'll have the chance to participate in Portsmouth Water volunteering days.

CLOSING DATE: 5TH APRIL 2024

Key Responsibilities Continued

- Maintain an in-depth advanced understanding of all systems, applications and procedures relating to the end-to-end billing process to facilitate analysis, escalation, and reporting, and to ensure integrity of customer billing information and processes.
- Annually review, improve, and maintain the credit policy. Support the development of the department's operating model, ensuring optimal, efficient, and best practice delivery and performance.

What do you need?

Skills & Competencies

- Proven knowledge and experience in financial analysis, financial controls, reporting, and accounting processes.
- Solid experience of analysing large volumes of data – especially in the revenue and billing sector.
- Ability to identify potential revenue leakage points and the ability to develop and implement controls to address and resolve these leakage points.
- Proven relationship management and communication skills with the ability to cultivate positive and collaborative working relationships, and effectively communicate with all levels of internal and external stakeholders.
- In depth and up to date knowledge of credit and risk principles, products, and management.
- Strong analytical/financial analysis skills with ability to identify key financial issues and trends - both company and industry specific.
- A proactive, motivated approach, with a results driven and strong sense of accountability mindset.
- Strong decision-making skills, the ability to demonstrate sound judgement.

Qualifications

- Bachelor's degree educated, with a master's degree and/or accounting qualification optional (or equivalent).
- High level of proficiency with the Microsoft Office suite of products, particularly Microsoft Excel. A sound knowledge of database and billing systems, or ability to rapidly acquire a sound knowledge.
- Excellent communication and presentation skills.
- Ability for critical thinking.
- Having a systematic and logical approach to problem solving.
- Team working skills.

What can Portsmouth Water offer you?



Pension Scheme



Flexible Working Opportunities



Professional Development



Employee Assistance Program



Life Assurance



Annual Salary Review



Holiday Entitlement

Excellence in water. Always.

Committed to a sustainable future together



Excellence | Integrity | Future Focus

Apply Today

If you have the skills and experience to excel as our Credit Control Manager, apply today at jobs@portsmouthwater.co.uk

We recognise people want to work in a variety of different ways, this means we are happy to consider flexible working arrangements. Please talk to us at the interview about the flexibility you may want.

We support equality, diversity and inclusion and encourage applications from all sections of society. The Company has a responsibility to ensure that all employees are eligible to work and live in the UK.

Due to the high volume of applications received we are unable to respond to unsuccessful candidates. If your application is of interest to us, we will normally contact you within 2 weeks of receiving your application.

Apply Now