

Finance Officer – Billing & Debt Collection - PERSON SPECIFICATION

<i>What are we looking for?</i>		<i>How will we check if you have it?</i>
Experience	<ul style="list-style-type: none"> • Significant experience of Billing and debt collection 	Application form, interview
	<ul style="list-style-type: none"> • Experience of dealing with external contacts and customers 	Application form, interview
	<ul style="list-style-type: none"> • Experience of working with sales and operational staff to resolve customer queries that are delaying payment 	Application form, interview
	<ul style="list-style-type: none"> • Experience of obtaining information re customers' purchase ledger payment routines and processes 	Application form, interview
	<ul style="list-style-type: none"> ▪ Experience of written reporting of collection performance 	Application form, interview, test

Knowledge and Skills	<ul style="list-style-type: none"> ▪ AAT Part qualified or higher ▪ Educated to GCSE level, in particular mathematics and English 	Application form
	<ul style="list-style-type: none"> ▪ Understanding of KPI's relevant to Billing and credit control 	Interview, test
	<ul style="list-style-type: none"> ▪ Experience of using: ▪ Computerised accounting packages. SUN Accounts experience would be a distinct advantage ▪ Microsoft Office, in particular Excel ▪ Follow-up history software 	Application form, interview
	<ul style="list-style-type: none"> ▪ Organised approach, working to tight deadlines 	Test
	<ul style="list-style-type: none"> ▪ Clear communicator 	Application form, interview, test
	<ul style="list-style-type: none"> ▪ Tenacity 	Interview
	<ul style="list-style-type: none"> ▪ Understanding of how diversity is important for an employer like Newlon 	Application form, interview
	<ul style="list-style-type: none"> ▪ Sensitivity when dealing with large customers or representatives of vulnerable adult customers 	Interview
	<ul style="list-style-type: none"> ▪ Understanding of customers' contractual terms and their impact on debt collection 	Interview, Test

Core Competencies	<ul style="list-style-type: none"> • Planning and Organising 	Application form, interview, test
	<ul style="list-style-type: none"> • Numeracy 	Application form, test
	<ul style="list-style-type: none"> • Teamwork and building relationship 	Application form, interview
	<ul style="list-style-type: none"> • Achieving results 	Application form, interview
	<ul style="list-style-type: none"> • 	
Management competencies	<ul style="list-style-type: none"> • N/a 	
	<ul style="list-style-type: none"> • 	