

Person Specification

Senior Finance Officer - Billing and Debt Collection

<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
	<ul style="list-style-type: none"> Experience of managing and motivating staff 	Application form, interview
Knowledge and Skills	<ul style="list-style-type: none"> AAT qualified, similar or higher qualification 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: <ul style="list-style-type: none"> Computerised accounting packages. SUN Accounts and Professional Advantage CSB 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

Knowledge and Skills	<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
Management competencies	<ul style="list-style-type: none"> • Leadership – having the ability to provide leadership which includes the delegation of tasks 	Application form/Interview
	<ul style="list-style-type: none"> • Managing Performance – being able to monitor progress and performance for a project or within a team 	Application form/Interview
	<ul style="list-style-type: none"> • Business Awareness – Demonstrate a clear understanding of Newlon's vision and business goals and working with other departments to ensure corporate objectives are met 	Application form/Interview