

Credit Control Manager



About Us

At Reflex Vehicle Hire, we're not just any company - we've been named one of the Top 1000 Companies that inspire Britain and Europe!

We operate a fleet of approximately 4,300 vehicles and have a team of around 150 staff working together. Our Head Office is situated on a spacious 4-acre plot in Loughborough, serving as our central hub, along with two strategically placed operating depots in Manchester and Glasgow to ensure our services reach every corner of the map.

When it comes to careers, we're all about creating exciting opportunities for our people. We're big on innovation, collaboration and recognition. With competitive pay, excellent benefits, and plenty of chances to develop new skills, we're dedicated to investing in our employees' growth.

We're also passionate about sustainability, inclusivity, and diversity. From eco-conscious practices to supporting our customers on their electrification journey, we're always striving to make a positive difference. So, why not join us at Reflex?

We are currently seeking a skilled and experienced Credit Control Manager to join our dynamic finance team.

Job Summary: The Credit Control Manager will be responsible for overseeing the credit control function within the organisation. This includes managing the credit control team, ensuring the timely collection of outstanding debts, assessing creditworthiness, and maintaining positive relationships with clients. The role requires a strong understanding of credit control processes, excellent communication skills, and the ability to implement effective credit policies and procedures.

Key Responsibilities:

- **Team Management:**
 - Lead, mentor, and develop the credit control team to achieve departmental goals.
 - Conduct regular performance reviews and provide ongoing training and support.
 - Foster a collaborative and high-performance work environment.
- **Credit Control Processes:**
 - Oversee the weekly and monthly billing process
 - Oversee the weekly and monthly Direct Debit collection
 - Oversee the credit control function, ensuring the efficient collection of outstanding debts.
 - Develop and implement effective credit control policies and procedures.
 - Monitor and manage the credit limits and payment terms for customers.
- **Debt Collection:**
 - Ensure timely collection of receivables and follow up on overdue accounts.
 - Liaise with customers to resolve payment issues and disputes.
 - Implement strategies to reduce bad debts and improve cash flow.
- **Credit Assessment:**
 - Assess the creditworthiness of new and existing customers.
 - Conduct credit checks and analyse financial statements to determine credit limits.
 - Make recommendations on credit terms and limits based on risk assessment.
- **Reporting and Analysis:**
 - Prepare regular reports on outstanding debts, collection activities, and credit risk.
 - Analyse credit control performance and identify areas for improvement.
 - Provide insights and recommendations to senior management.
- **Compliance and Risk Management:**
 - Ensure compliance with relevant regulations and company policies.

- Manage and mitigate credit risk by implementing appropriate controls.
 - Stay updated with industry best practices and changes in credit control regulations.
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Qualifications:

- Experience as a Credit Control Manager or 3 years in a credit control role.
 - Strong knowledge of credit control processes and best practices.
 - Knowledge of the Direct Debit code
 - An understanding of General Data Protection Regulation (GDPR)
 - Excellent leadership and team management skills.
 - Exceptional communication and negotiation abilities.
 - Proficiency in financial analysis and credit assessment.
 - Familiarity with accounting software and MS Office (especially Excel).
 - Strong organizational and time-management skills.
 - Analytical mindset with attention to detail.
 - CICM Qualification is preferred.
 - Previous experience of Microsoft Dynamics is desirable.
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Benefits:

- Competitive salary.
- Comprehensive benefits package, including 25 days annual leave + statutory, Medicash, Pension, Life Insurance.
- Opportunities for professional development and career progression.
- Supportive and inclusive work environment.