

ROLE PROFILE

Company description

Do you want to work for an organisation that makes a difference to people's lives? Wolverhampton City Credit Union is a financial cooperative with over 10,000 members. We're owned and controlled by our members - people who live, work, volunteer, or study in a WV postcode area. Our mission is simple. It's "to give our members a brighter financial future by providing ethical, honest and fair community banking".

We are looking for a committed Credit Controller to join our team, this is a full-time role and office based.

Role Name

Credit Control Officer

Key Focus/ Role Purpose

To take responsibility for minimising loan arrears and bad debts to ensure the success of the credit union by developing good lending practice.

Salary: £26,000

Holiday Entitlement: 24 days

Immediate Start

All applicants to provide a CV with covering letter to the Finance Manager at kelly@wccul.co.uk

Key Responsibilities

1. To report to the Finance Manager on all accounts.
2. To monitor all member loans to ensure that all repayments are up to date.
3. To print the weekly delinquency report and to check accounts.
4. To use our XRS system to follow up on calls, letters and arrangements made.
5. Make calls to members to discuss their accounts /situation and agree payment options.
6. To arrange payments with members negotiating payment options.
7. To issue letters in sequence to members chasing bad debt in line with agreed procedures.
8. To follow up on all accounts in arrears.
9. To liaise with all member services employees and ensure they are fully updated on the situation regarding arrears on all accounts.
10. Aim to reduce the delinquency for the Credit Union by recovering as much debt as possible.
11. To be responsible for the co-ordination of all procedures relating to the collection of loans in arrears across the organisation to ensure the bad debt of the Credit Union is minimised.
12. Keep detailed statistics on loans in arrears and debts for write off for board reporting purposes and in line with business plan.
13. Pro-actively identify and liaise with external debt collection companies, and other statutory bodies and ensure that accurate records and legal documents are kept of referrals and any payment made.

14. Ensure that all late payments are monitored and reviewed on a recurring basis.
15. Refer members with debt problems to CAB Money Advice Worker
16. Interview members with loan arrears to help with their debt problems.
17. Administer and liaise with Debt Recovery Companies to help recover bad debt.
18. Prepare weekly a Credit Control Report for the Finance Manager/CEO.
19. Attend training as required.
20. Any other reasonable duties that may be required by the CEO to ensure the smooth running of the Credit Union.
21. Bank reconciliation.
22. Process daily banking to cover for the Finance Manager in her absence.

Key Knowledge, Skills, and Experience

- Proven experience in either arrears and collections, or credit control
- Ability to deal with challenging and difficult members.
- Direct experience of credit control enforcement procedures, ie.Iva's, Dro's,etc.
- Experience preparing reports.
- A friendly, supportive yet assertive manner.
- Good negotiating skills
- Self Motivated
- Highly organised, with a proactive and enthusiastic approach to work
- An ability to use a range of ICT efficiently.
- Good numeracy and literacy skills
- Excellent telephone manner
- Excellent verbal and written communication skills
- Ability to work on own initiative and as part of a team.
- Excellent organisation skills
- Commitment to continuous improvement and self-development

Desirable

A knowledge and understanding of the credit union movement.

A commitment to the aims and objectives of the credit union movement

Application deadline 30/04/2024

We reserve the right to close this vacancy early if we receive sufficient applications for the role. Therefore, if you are interested, please submit your application as early as possible.