

HR FORMS

JOB DESCRIPTION

2019



Job title:	Team Manager - Credit Control	Version date:	1.0
Business area:	Credit Control	Job family:	Finance
Reporting to:	Chief Executive Officer	Approved role?	Y
Job holder:	N/A	Code staff?	N/A

Purpose

- The role of Team Manager is to ensure the smooth running of the administration department ensuring a quality service is maintained.
- Effective prioritising of actions and monitoring team resources to ensure that client deadlines are met. The Team Manager provides the required monthly MI and ensures appropriate action has been taken on one to ones, staff appraisals, performance reviews, the identification of staff weakness, staff training and coaching and mentoring.
- Ensuring that the required systems and controls are embedded within the department,
- Delivering continual improvement within the department across the areas of staff development, process conformance, process efficiency, productivity and management information. Tenacious progression of staff performance issues.
- Conducting the recruitment process and ensuring that all department staff are fully trained and conversant with the key administration and support software that is necessary to their role.
- Assisting in both complaint and concern processing, dealing with escalated internal/external cases efficiently.
- Conducting weekly administration catch ups, communicating information to administrators.
- Ensuring that the department has the required succession planning through knowledge dissemination and skill development.

Principal accountabilities:

- Lead by example, give good advice, provide all necessary support to staff, encourage ownership of work, challenge staff to seek continual improvement, be open and honest at all times, share information across the business, respect and value the contribution of others, exemplary attendance record, promote corporate values and ensure own personal actions are in line with corporate objectives and culture.
- Overall responsibility of process implementation and production of monthly FTE reports.
- To assist in day to day administration of supporting the mailbox, Apex housekeeping, call audits and DPA management to identify areas of poor performance and identify effective solutions to resolve issues in the short and long term.

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- Escalation point for all department issues.
- Build good relationships with other operational teams across the business.
- Ensure teams adhere to client deadlines and all internally agreed key performance indicators, service standards and regulatory reporting requirements are met.
- To trouble shoot areas of poor performance and identify effective solutions to resolve issues in the short and long term.
- Continuously monitor processes ensure periodic review to ensure they are of high quality and objectives and policies of the Company are consistently met.
- To work collaboratively with L&D to assist in the training of New Starters and running of Team Building workshops.
- Ensure that risks to the business and clients are identified, escalated and appropriately managed within the department.
- To fulfil any other reasonable requirement set by Management of Curtis Banks.

Qualifications

- N/A

Knowledge

- Demonstrates a full operating knowledge of the key administration and support software that is central to the role within the business. Able to cross train new starters to our internal procedures and methods.
- Demonstrates knowledge of our commercial market place and where the Company sits within it.

Skills and Experience

- Proven experience within the field of Credit Control administration or dealings.
- Fully understands the data conformance needs of each system and where key data is mastered. Able to demonstrate exceptional information security control.
- Able to demonstrate the ability to identify data anomalies and issues and correct them at source or seek guidance as appropriate.
- Willingness to promote corporate values and ensure own personal actions are in line with corporate objectives and culture.

Declaration

It is a requirement of Curtis Banks that its employees are aware of and conform to legal requirements in all activities, both internal and external. Implicit in this is that all managers and staff not only conform to the appropriate standards in terms of Health and Safety, but also work to the highest standards of business ethics.

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- I acknowledge that I have read and understood the above Job Description.

Signature & Agreement:			
Employee signature:		Date:	
Manager signature:		Date:	