



# Credit Control Assistant

## Group Finance

## Glasgow or Hybrid home and office based

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### About the role

Are you a motivated and tenacious individual looking for a new opportunity to join a multi-national organisation based in the city centre of Glasgow?

Idox has an excellent opportunity for a confident and enthusiastic individual to join our Credit Control Team. Reporting directly to our Credit Control Supervisor, this role involves communicating with clients (from blue chip organisations to Local Government and other institutions) therefore strong customer service skills and excellent attention to detail is key.

The Idox Group Finance team has a progressive outlook, and is a close-knit, mixed team of finance professionals, including experienced qualified accountants and finance professionals with specialisms in accounts payable, credit control, management information, payroll, systems accounting and tax. The successful candidate should demonstrate good IT / Microsoft office skills and can work independently as well as part of a team.

We would like to hire someone keen to learn from us but at the same time contribute to the life of Idox, having a voice from day one. This is an exciting time to join - we are a successful thriving company, growing our business organically and through acquisition.

Idox operates a mixed model of office and home working, depending on circumstances. Partial home / office working can be agreed subject to line manager approval and ongoing reporting commitments. Idox offers flexible working options and a comprehensive benefits package to support work-life balance as well as your wellbeing.

Please apply with a covering letter explaining how you will be able to make the most of this opportunity and what motivates you to join us.

### Key responsibilities

#### Credit Control:

- Maintaining accurate customer masterfile records
- Perform credit reference agency checks (existing and new customers)
- Opening new / amending customer masterfile date
- Data management of incoming payments
- Managing generic team mailbox
- Daily / weekly / monthly collection activity administration
- Managing your own portfolio of accounts to ensure timely collection of debtor balances within agreed payment terms (telephone, email, letters)
- Building and maintaining commercial relationships with internal and external customers
- Assist with reduction of aged debt
- Escalate unpaid / high risk accounts in line with company credit control procedures to the Credit Control Supervisor
- Dealing with queries (liaising with colleagues and customers to resolve queries)
- Maintain up to date account notes
- Weekly collection reports.

- Month-end reporting
- Assisting with audit requests
- Assist with other ad hoc duties / reporting as requested.

### Cash Books:

- Posting and allocating customer receipts (multi-currency)
- Daily bank account reconciliations
- Ensuring any reconciling items are investigated and cleared in a timely manner.

## To be successful, you will need to bring:

- Customer Service experience
- Ability to work in a fast-paced environment and to tight deadlines and hit monthly collection targets
- Ability to work independently, with strong organisational and time management skills.
- Excellent attention to detail
- Effective communication and influencing skills (confident and professional manner)
- Proficiency in Microsoft Office, including Excel.

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## About Idox

Our specialist software solutions power the performance of government and industry, driving productivity and a better experience for everyone. Built around the user and designed in collaboration with experts who have worked through every detail of every process from end-to-end, our hard-working process engines deliver exceptional functionality and embed workflows that drive efficiency and best practice with a long-term focus for regulated environments.

Through the automation of tasks, the simplification of complex operations, finding scalability as operations evolve, and more effective management of information, we help our customers harness the power of Digital, so they can do more.

We employ around 600 staff in the UK and worldwide, including Europe, North America and Asia, so some travel to meet colleagues may be required.

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## Our Values



### Dynamism

We shape our future



### Responsibility

We are accountable for our actions



### Integrity

We do the right thing



### Valued

We value each other



### Excellence

We set the benchmark for quality

**DRIVE**

The core values taking us forward

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## Our Culture

We are ambitious in working together to promote a more inclusive environment, which attracts all candidates and signals our commitment to celebrate and promote diversity. Idox is a company where we can all be ourselves and succeed on merit, where we respect all our employees, customers and communities in which we live, work and are a part of.

We recruit and reward employees based on capability and performance – regardless of race, gender, sexual orientation, gender identity or expression, lifestyle, age, educational background, national origin, religion or physical ability. Each office location worldwide, is free to respond to local needs to create a culturally sensitive workplace for everyone. In doing so, we want every employee to feel our commitment to showing respect for all and encouraging open collaboration and communication.

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## Our Benefits



### Flex to Fit

We recognise that for individuals, the opportunity to work flexibly can enable them to achieve a better work-life balance along with a greater sense of responsibility, ownership and control of their working life. During the pandemic, all our employees successfully transitioned to remote working and we are open to conversations on work patterns to suit our employees needs such as change to working times; part time working; term time working; 9-day fortnight. We are proud to be a flexible employer enabling effective hybrid working for our employees.



### Family Friendly

We understand how important family is to our employee and provide support through difficult times such as bereavement as well as offering excellent pay and leave benefits for parents and carers welcoming a child.



### Health & Wellbeing

Our Workplace Wellbeing team provide support and resources on mental health and lifestyle. We also provide 24/7 confidential help via our employee assistance programme.



### Be Heard

You will have the chance to impact change within Idox by having your voice heard via our CEO live broadcasts; making suggestions to Idox Voice forum or sharing your ideas in our company newsletter, Inside Idox.



### Community

You will have the opportunity to participate in community and social activities, as well as group wide fundraising ventures. We prioritise sustainability and ethical impact on our communities and we pledge to allow our employees to carry out volunteer work.



### Your Development

Our mentor scheme will help you to achieve personal and professional growth through learning from experienced colleagues and you will also have access to online and face to face learning modules including our Leadership Development Programme.



### Financial Security

We offer full company sick pay plus income protection for long term illness and our life assurance cover is provided up to four times annual salary. Our Pension Scheme operates on a Salary Exchange Contribution Basis so you will receive relief from NI contributions.

You are also invited to join our Idox Xtra Share Scheme where every share bought will receive an extra one free from the company.

## How to apply

Please submit a CV, and a short cover letter (*maximum 500 words - including salary expectation, and current remuneration*) explaining why you feel you would be suited to this role to **join.us@idoxgroup.com**

Please note successful applicants will need to satisfy the BPSS guidelines (Baseline Personnel Security Standards) which consist of the receipt of satisfactory references covering the last 3 years of employment; an identity check; verification of eligibility to work in the UK; and a Basic Disclosure Check. This is in order to help us make safer recruitment decisions.

## Privacy notice

As part of the recruitment process, we will collect data about you in a variety of ways including the information you would normally include in a CV or a job application cover letter, or notes made by our recruiting officers during a recruitment interview.

Please read our Recruitment Data Privacy Policy here: <https://www.idoxgroup.com/policies>