

Credit Control Manager

Group Finance

Glasgow office and home based (hybrid)

About the role

Idox has a fantastic opportunity for an experienced Credit Control Manager to join our busy finance team. The Credit Control Manager will be responsible for the management of our growing credit control function as well as ensuring regular communications with various internal stakeholders to facilitate progress of aged debt and cash collection targets.

The role will suit a calm, motivated professional individual with strong communication skills as part of this role will include working closely with business operational contacts. You'll need to be a flexible and self-motivated individual to ensure group cash collection targets and all reporting deadlines are met. Reporting directly to the Transactional Cash Manager, you will need confident organisational and time management skills. As Credit Control Manager, you'll also be asked to identify process improvements, looking for potential to automate processes via our ERP system (Agresso). Excellent attention to detail is key.

To apply, we are particularly looking for candidates with experience of leading a credit control team. We hope to find a manager able to mentor and motivate a busy team with a varied workload. You'll need commitment to uphold professional values in the team and to encourage career progression within Idox as credit control and cash management specialists.

This is an exciting time to join Idox - 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 operational needs. You must be able to commute to our Finance Office located in Glasgow City Centre. Hybrid office/ home working patterns are 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 Idox.

Key responsibilities

- In conjunction with the Transactional Cash Manager, ensure service levels and KPI's for the credit control team are being achieved
- Develop processes and procedures with key aim of continually improving efficiencies and experiences
- Ensure processes and procedures are being followed, the appropriate internal controls are in place, and both are being reviewed on a regular basis
- Develop the skills of the team members ensuring they have SMART goals and development plans in place in line with their personal development and objectives
- Be a role model in line with Idox DRIVE goals embedding these within the culture of the credit control team. Driving the teams to strive for excellence with high quality outputs and outcomes
- Ensure monthly cash collection targets are achieved
- Together with the credit control team, identify bad debt risks and ensure the appropriate action is taken to reduce that risk. In line with Idox Group Bad Debt Policy, set bad debt provision where required
- Establish positive working relationships with key stakeholders and maintain regular communications and responding to requests and performance issues in a timely manner
- Fully accountable for all credit control team reporting in line with deadlines
- Oversee new customer due diligence process

- Key lead within credit control team during audit
- Oversee and manage new integrations into Idox ensuring the appropriate processes are in place
- Promote diversity across the team
- Adherence to Idox Information Security policies and protocols.

To be successful, you will need to bring:

- Experience in dealing with high volume, high value accounts and multi currencies
- Previous credit control management experience (3 years+)
- Team management/supervisor experience
- Effective communication and influencing skills, with the ability to liaise with people at all levels
- Ability to prioritise workload to meet tight deadlines and monthly collection targets
- Self-motivation; strong organisational and time management skills and ready to take responsibility
- Ability to adapt approaches to enable required outcomes
- Excellent attention to detail and good analytical skills
- Professional and methodical approach with good problem-solving skills
- Strong Microsoft Excel skills (vlookups / index matching)
- Experience of using an ERP system (Agresso or similar).

Additional desirable qualities:

- Previous experience dealing with Public Sector customers or software industry credit control (ideal)
- Previous experience working within a business with numerous trading companies
- Chartered Institute of Credit Management qualification or similar welcome but not compulsory.

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.

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

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.

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>