

## Finance Officer – Billing & Debt Collection - PERSON SPECIFICATION

<i>What are we looking for?</i>		<i>How will we check if you have it?</i>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Significant experience of Billing and debt collection</li> </ul>	Application form, interview
	<ul style="list-style-type: none"> <li>• Experience of dealing with external contacts and customers</li> </ul>	Application form, interview
	<ul style="list-style-type: none"> <li>• Experience of working with sales and operational staff to resolve customer queries that are delaying payment</li> </ul>	Application form, interview
	<ul style="list-style-type: none"> <li>• Experience of obtaining information re customers' purchase ledger payment routines and processes</li> </ul>	Application form, interview
	<ul style="list-style-type: none"> <li>▪ Experience of written reporting of collection performance</li> </ul>	Application form, interview, test

<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>▪ AAT Part qualified or higher</li> <li>▪ Educated to GCSE level, in particular mathematics and English</li> </ul>	Application form
	<ul style="list-style-type: none"> <li>▪ Understanding of KPI's relevant to Billing and credit control</li> </ul>	Interview, test
	<ul style="list-style-type: none"> <li>▪ Experience of using:</li> <li>▪ Computerised accounting packages. SUN Accounts experience would be a distinct advantage</li> <li>▪ Microsoft Office, in particular Excel</li> <li>▪ Follow-up history software</li> </ul>	Application form, interview
	<ul style="list-style-type: none"> <li>▪ Organised approach, working to tight deadlines</li> </ul>	Test
	<ul style="list-style-type: none"> <li>▪ Clear communicator</li> </ul>	Application form, interview, test
	<ul style="list-style-type: none"> <li>▪ Tenacity</li> </ul>	Interview
	<ul style="list-style-type: none"> <li>▪ Understanding of how diversity is important for an employer like Newlon</li> </ul>	Application form, interview
	<ul style="list-style-type: none"> <li>▪ Sensitivity when dealing with large customers or representatives of vulnerable adult customers</li> </ul>	Interview
	<ul style="list-style-type: none"> <li>▪ Understanding of customers' contractual terms and their impact on debt collection</li> </ul>	Interview, Test

<b>Core Competencies</b>	<ul style="list-style-type: none"> <li>• Planning and Organising</li> </ul>	Application form, interview, test
	<ul style="list-style-type: none"> <li>• Numeracy</li> </ul>	Application form, test
	<ul style="list-style-type: none"> <li>• Teamwork and building relationship</li> </ul>	Application form, interview
	<ul style="list-style-type: none"> <li>• Achieving results</li> </ul>	Application form, interview
	<ul style="list-style-type: none"> <li>•</li> </ul>	
<b>Management competencies</b>	<ul style="list-style-type: none"> <li>• N/a</li> </ul>	
	<ul style="list-style-type: none"> <li>•</li> </ul>	