

Senior Finance Officer - Billing and Debt Collection- PERSON SPECIFICATION

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

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

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| Core Competencies | <ul style="list-style-type: none"> • Planning and Organising | Application form, interview, test |
| | <ul style="list-style-type: none"> • Numeracy | Application form, test |
| | <ul style="list-style-type: none"> • Teamwork and building relationship | Application form, interview |
| | <ul style="list-style-type: none"> • Achieving results | Application form, interview |
| | <ul style="list-style-type: none"> • | |
| Management competencies | <ul style="list-style-type: none"> • Leadership – having the ability to provide leadership which includes the delegation of tasks | Application form/Interview |
| | <ul style="list-style-type: none"> • Managing Performance – being able to monitor progress and performance for a project or within a team | Application form/Interview |
| | <ul style="list-style-type: none"> • Business Awareness – Demonstrate a clear understanding of Newlon's vision and business goals and working with other departments to ensure corporate objectives are met | Application form/Interview |