

## Person Specification

### Senior Finance Officer - Billing and Debt Collection

<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> <li>• Experience of dealing with external contacts and customers</li> <li>• Experience of working with sales and operational staff to resolve customer queries that are delaying payment</li> <li>• Experience of obtaining information re customers' purchase ledger payment routines and processes</li> <li>• Experience of written reporting of collection performance</li> <li>• Experience of managing and motivating staff</li> </ul>	<p>Application form, interview</p> <p>Application form, interview</p> <p>Application form, interview</p> <p>Application form, interview</p> <p>Application form, interview, test</p> <p>Application form, interview</p>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>• AAT qualified, similar or higher qualification</li> <li>• Educated to GCSE level, in particular mathematics and English</li> <li>• Understanding of KPI's relevant to Billing and credit control</li> <li>• Experience of using:               <ul style="list-style-type: none"> <li>• Computerised accounting packages. SUN Accounts and Professional Advantage</li> <li>• CSB experience would be a distinct advantage</li> <li>• Microsoft Office, in particular Excel</li> <li>• Follow-up history software</li> </ul> </li> <li>• Organised approach, working to tight deadlines</li> <li>• Clear communicator</li> <li>• Tenacity</li> </ul>	<p>Application form</p> <p>Interview, test</p> <p>Application form, interview</p> <p>Test</p> <p>Application form, interview, test</p> <p>Interview</p>

<b>Knowledge and Skills</b>	<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
<b>Management competencies</b>	<ul style="list-style-type: none"> <li>• Leadership – having the ability to provide leadership which includes the delegation of tasks</li> </ul>	Application form/Interview
	<ul style="list-style-type: none"> <li>• Managing Performance – being able to monitor progress and performance for a project or within a team</li> </ul>	Application form/Interview
	<ul style="list-style-type: none"> <li>• Business Awareness – Demonstrate a clear understanding of Newlon's vision and business goals and working with other departments to ensure corporate objectives are met</li> </ul>	Application form/Interview