BERKSHIRE MUSIC TRUST
Making music for everyone

JOB DESCRIPTION

Job Title:	**Credit Controller**
Region/Location:	**Stoneham Court, Reading – some hybrid working possible**
Contract Type:	**Part-time (4 days a week)**
Job Code:	**AMD02-OP-5**
Reporting Structure:	**Financial Controller**

Primary Job Purpose

You will support the Financial Controller on all day-to-day accounting and financial duties relating to Invoicing and Accounts Receivables. This is a wide-ranging role; you will be responsible for daily financial duties with particular focus on invoice-to-cash cycle and to provide financial support to the stakeholders and the wider Senior Leadership Team.

Principal Responsibilities

1. Assist in day-to-day management of the Finance department
2. High Volume Credit Control – managing the Receivables System – invoicing and allocation of payments (Speedadmin)
3. Resolving queries by customers on invoices raised
4. Chasing overdue accounts by email and telephone
5. Reconciling monthly payments received to ledger control account and collections account
6. Working with Financial Controller to help escalate aged debt and queries
7. Management of fee assistance programme
8. Assist in preparation of monthly management reporting files
9. Assist in data collection for various tax returns, Gift Aid and Orchestra Tax, ensuring these are processed in a timely manner for income generation
10. Work as part of team in maintaining the cash book and current account
11. You have a duty to take care of your own health and safety and that of others who may be affected by your actions at work. You must co-operate with employers and co-workers to help everyone meet their legal requirements
12. Any other duties commensurate with the post that may be assigned by the Financial Controller and CEO.

Role Specialisms

1. Ensure the smooth daily operations of the financial management and the debt collection function

Invoicing

2. Ensure invoices are produced in an accurate and timely manner
3. Process customer invoices (including Room Booking invoice to customers) when required
4. Liaise with Customer Service Team and relevant Customers/Stakeholders to maintain and update invoicing data which is accurately produced in the ledger and system
5. Maintain fee assistance information accurately reflect onto invoicing systems, database and spreadsheets or other electronic formats
6. Check all credit balances and analyse to determine why credit balance has arisen, issue credit notes when required and follow up refunds on regular basis

Credit Control

7. Manage all day-to-day cash collection functions, including but not limited to enter daily Cashbook entries, import/export files from/between systems, monitor debtor ledgers, ensure customers pay on time and follow up with overdue payments including payment reminders, etc
8. Propose and follow up with legal proceeding if customers do not pay long overdue
9. Advise the Financial Controller of any problem accounts and agree action required
10. Implement changes in the organisations credit control system where appropriate
11. Negotiate with customers in payment plans and set up terms and conditions

Fee Assistance

12. Manage the Fee Assistance register and reconcile to database
13. Review paperwork and communication from customers and schools, to assess eligibility of fee assistance
14. Enter remissions onto database and review on a yearly basis

Nominal Ledger

15. Reconcile the Invoice-to-Cash cycle
16. Assist the Financial Controller in Month-End Close procedure to ensure the Ledger is correct
17. Perform monthly reconciliation of control accounts ensuring accurate financial data between the system and the Ledger

Others

18. Provide cover in the absence of Senior Finance Officer
19. Handle email inquiries for the Finance Team
20. Support the Financial Controller in the statutory and/or any compliance audits

Our Values

- **Inclusivity** – we believe music should be accessible to all
- **Respect** – we respect others views and lived experiences
- **Transparency** – we are open and honest
- **Innovation** – we continuously evolve and adapt to changing needs
- **Responsibility** – we take responsibility for our mission
- **Partnership** – we embrace partnership working

	Criteria
Skills and Abilities	• Good computer literate with excellent Excel skills • Excellent communication and organisational skills • Ability to work on own initiative, and be able to plan, prioritise and manage a number of projects simultaneously from start to finish • Work effectively under pressure and to deadlines • Be a team player • Able to manage confidential data • Able to present a professional image at all times
Experience	• Experience within credit control function • Understanding of Accounts Receivable and cashflow • Proven track record of processing financial transactions and dealing with more complex queries • Giving financial advice to non-finance colleagues
Knowledge	• Qualified/part qualified AAT Level 4 (technician) or equivalent demonstrable experience • Book-Keeping experience desirable
Personal attributes and other requirements	• Able to demonstrate a flexible approach to work • Self-motivated, well organised, managing own time effectively, responding to changing priorities and meeting deadlines as required • Excellent and accurate standard of written and verbal communication • Provides an excellent service to meet internal and external customer needs • Motivated to maintain a high level of productivity and to strive for continuous improvement

ROLE COMPETENCIES

Competency Title	Description
Listening	Understands and learns from what others say.
Reading Comprehension	Grasps the meaning of information written in English, and applies it to work situations.
Speaking	Conveys ideas and facts orally using language the audience will best understand.
Writing	Conveys ideas and facts in writing using language the reader will best understand.
Competency Title	**Description**
Analysis/Reasoning	Examines data to grasp issues, draw conclusions, and solve problems.

Creative & Innovative Thinking	Develops fresh ideas that provide solutions to all types of workplace challenges.
Decision Making & Judgment	Makes timely, informed decisions that take into account the facts, goals, constraints, and risks.
Mathematical Reasoning	Uses mathematical techniques to calculate data or solve practical problems.
Problem Solving	Resolves difficult or complicated challenges.
Researching Information	Identifies, collects, and organizes data for analysis and decision-making.
Competency Title	**Description**
Accountability & Dependability	Takes personal responsibility for the quality and timeliness of work, and achieves results with little oversight.
Adaptability & Flexibility	Adapts to changing business needs, conditions, and work responsibilities.
Attention to Detail	Diligently attends to details and pursues quality in accomplishing tasks.
Customer Focus	Builds and maintains customer satisfaction with the products and services offered by the organization.
Development & Continual Learning	Displays an ongoing commitment to learning and self-improvement.
Ethics & Integrity	Earns others' trust and respect through consistent honesty and professionalism in all interactions.
Results Focus & Initiative	Focuses on results and desired outcomes and how best to achieve them. Gets the job done.
Safety Focus	Adheres to all workplace and trade safety laws, regulations, standards, and practices.
Self-Management	Manages own time, priorities, and resources to achieve goals.
Stress Tolerance	Maintains composure in highly stressful or adverse situations.
Tact	Diplomatically handles challenging or tense interpersonal situations.
Competency Title	**Description**
Influencing Others	Influences others to be excited and committed to furthering the organization's objectives.
Relationship Building	Builds constructive working relationships characterized by a high level of acceptance, cooperation, and mutual respect.
Teamwork	Promotes cooperation and commitment within a team to achieve goals and deliverables.

Valuing Diversity	Helps create a work environment that embraces and appreciates diversity.
Competency Title	**Description**
Facilitating Groups	Enables cooperative and productive group interactions.
Competency Title	**Description**
Business Alignment	Aligns the direction, products, services, and performance of a business line with the rest of the organization.
Fiscal Accountability	Follows fiscal guidelines, regulations, principles, and standards when committing fiscal resources or processing financial transactions.
Planning & Organizing	Coordinates ideas and resources to achieve goals.