

Position: Credit Control Manager
Department: Finance
Reports to: Financial Controller
Contract Type: Permanent
Salary: Depending on experience
Location: Birmingham/Letchworth Garden City/Dublin

Overview

We are looking for a Credit Control Manager to lead our credit control team and help ensure customer payments are collected on time; Your direct reports will include all members of the credit control team and legal admin team. You will be responsible for managing the day-to-day work of the team, improving payment performance, building positive relationships with customers, and helping the business maintain healthy cash flow.

If you are organised, confident in dealing with people, and able to support and develop a team while maintaining high standards of customer service then this could be the role for you!

Key Responsibilities

- Manage, support and develop the credit control team. Setting clear priorities and monitoring the team's workload.
- Make sure customer accounts are managed accurately, and payments are collected on time.
- Contact customers to discuss overdue payments and agree suitable payment arrangements where needed.
- Oversee all UK credit control checking debt reports, ensuring the team are working efficiently, processes / procedures are followed. Stepping in to final chase difficult monies before legal route.
- Bad debt report, managing variances/ discrepancies
- Credit reviews for Regional Directors and MD.
- Build and maintain positive working relationships with customers.
- Work closely with Branch Directors to resolve payment queries quickly where the controllers are unable to support.
- Review customer accounts and recommend appropriate credit limits.
- Prepare regular reports on outstanding payments, team performance and areas of concern.
- Identify ways to improve credit control processes and encourage good working practices.
- Ensure company policies and relevant regulations are followed.
- Deal with more complex or sensitive customer accounts when required.
- Incorporate Group acquisition credit control efforts into the central Fortus team
- Support the finance team with month-end activities and other tasks as needed.

Skills, Knowledge, and Qualifications

- Experience managing a credit control or accounts receivable team.
- Good understanding of credit control processes.
- Experience identifying opportunities to improve processes, implementing practical changes, and supporting teams to work more efficiently and consistently.
- Strong communication skills, both written and spoken.
- The ability to build positive relationships with customers and colleagues.
- Good organisational skills and the ability to manage competing priorities.
- Confidence making decisions and solving problems.
- Good attention to detail.
- Experience using finance systems and Microsoft Excel.
- A calm and professional approach, particularly when dealing with difficult situations.

What we can offer you:

This is a full-time, permanent role. Your working hours will be Monday to Friday 08:30am – 5:00pm, 40 hours per week.

- Competitive salary
- 23 days annual leave plus bank holidays
- Auto enrolment Pension Scheme

About Fortus

We are Fortus.

We're incredibly proud to be Europe's fastest-growing security distributor, and we're just getting started! Our branch network now stretches across the UK, Ireland, and the Netherlands.

We provide high value add solutions to our installation partners across our CCTV, Fire, Access, Intruder, Gate Automation and Monitoring divisions.

We work as a valued partner with some of the world's most innovative brands and solution providers including Hikvision, Paxton, Pyronix, and Apollo. We're proud to supply their products, all backed up with a combination of our team's vast real-life experience with unsurpassed product and technical knowledge.

We are Fortus. We're here to change the game.

Future. Secure.