

Job Description | Credit Control Manager

Department: Finance

Location: Glasgow

The Team

There is no better time to join our Glasgow team. Our business services function is undergoing an exciting transformation, paving the way for an even more promising future. You'll play an essential role in helping to optimise our business operations, as part of a market leading, global law firm that works as one to achieve our ambitions. Thrive in a team where your voice matters, and you're trusted to work your best way. In a fast-paced environment, you'll work alongside collaborative and supportive colleagues. If you're a proactive self-starter ready to contribute to something extraordinary, here you can play a big part in a winning team.

The Role

As the Credit Control Manager within the Working Capital Team, you will lead the oversight of the entire Order to Cash process, ensuring seamless operations from matter onboarding to billing and collections. Reporting to senior management, your primary responsibility is to ensure that client invoices are generated accurately, processed efficiently, and collected in accordance with credit terms to meet the region's monthly working capital targets.

You will oversee the Billing and Collections teams, providing direction, performance management, and support to achieve departmental goals. Additionally, you will liaise with partners, clients, and other stakeholders to address queries and maintain high levels of service delivery. Your role will also involve driving process improvement initiatives to enhance the efficiency and effectiveness of the Order to Cash process.

Key Responsibilities

- Managing the Collections team effectively to ensure they are a High Performing team – this includes high quality performance management, objective/goal setting and monitoring, identifying coaching/training needs.
- Effective resource management – regular resourcing assessments along with leave management.
- Be the subject matter expert for all things Collections and the 3E Collections Module.

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- Deal with invoice and payment related queries from partners, clients, case handlers and other members of the finance department.
- Produce weekly Collections reports to track progress and KPIs.
- Build strong relationship with fee earners and provide SME support when needed.
- Work closely with Working Capital Controller to influence and support Partners in achieving their Collections Targets
- Liaise with clients when needed to recover aged debts.
- Support Working Capital controller with Order to Cash improvement projects – e.g. process improvement initiatives

Essential Skills & Experience

- University degree in Business, Finance, or Accounting (an accounting qualification is desirable)
- Experience working on 3E or Elite Enterprise, or a similar practice management system
- Demonstrated management experience in a similar Collections role within a law firm or other professional services environment
- Proven experience managing a large team
- Excellent attention to detail with a high level of accuracy
- Intermediate MS Office skills (Excel and Word in particular)
- Excellent written and verbal communication skills
- Excellent interpersonal skills, with the ability to interact with all levels of staff, particularly at Partner level

The Firm

Clyde & Co is a leading global law firm, helping organisations successfully navigate risk and maximise opportunity in the sectors that underpin global trade and commercial activity and enable global prosperity, namely: insurance, aviation, marine, construction, energy, trade and natural resources. Globally integrated, we offer a comprehensive range of contentious and non-contentious legal services and commercially-minded legal advice to businesses

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operating across the world. We are committed to operating in a responsible way by progressing towards a diverse and inclusive workforce that reflects the communities and clients it serves and provides an environment in which everyone can realise their potential, using its legal and professional skills to support its communities through pro bono work, volunteering and charitable partnerships, and minimising the impact it has on the environment including through a commitment to the SBTi Net-Zero standard and the setting of ambitious emissions reduction targets. The firm has 490 partners, 2400 lawyers, 3200 legal professionals and 5500 people overall in nearly 70 offices and associated offices worldwide.

Our Values

Our values are the principles that guide the decisions we make, unite us in our endeavours and strengthen our delivery, for our clients and our firm. We:

- **Work as one** We are a globally connected team of talented people who act with a firm-first mentality to achieve success
- **Excel with clients** We aim high and challenge ourselves to deliver unique excellence for our clients, keeping them at the centre of everything we do
- **Celebrate difference** We help each other to be at our best and believe our differences result in greater achievement
- **Act boldly** We seek new opportunities, take action and learn as we go, recognising that curiosity drives our development and contributes to growth

Business Services Competencies

Clyde & Co is committed to providing extensive, personal and professional development opportunities for our people enabling them to be highly effective in their current role as well as assisting them to fulfil their career aspirations.

The competencies are used to inform all aspects of Business Services career development. They vary across levels and different business areas and fall under the following areas:

- Technical Excellence
- People and Team
- Client/Stakeholder Relationships
- Service Delivery and Commercial Awareness

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- Personal Effectiveness

This is the job description as constituted at present; however the Firm reserves the right to reasonably amend it in accordance with the changing needs of the business.

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