

UK Credit Control Manager

Ashurst Service Central, Glasgow

Recruitment

About Ashurst	<p>Ashurst is a leading progressive global law firm with a rich history spanning more than 200 years. We are proud of our history and are future-focused, having expanded into new technologies through our NewLaw division, Ashurst Advance, and our consulting arm. Our in-depth understanding of our clients and commitment to providing excellent standards of service have seen us become a trusted adviser to local and global corporates, financial institutions and governments in all areas of commercial law. To find out more please visit www.ashurst.com.</p>
Department/Role overview	<p>Credit Control is part of the firm's global Working Capital team and is based in Glasgow.</p> <p>The Credit Control Manager will be responsible for managing and supporting the credit control team in Glasgow, whilst collaborating with other local working capital teams to deliver exceptional client service to stakeholders.</p> <p>Facilitate the timely payment of amounts due and payable for the supply of legal services, with a view to reducing debt levels, aged debt and potential losses. A key focus will be to ensure effective collection of payments of outstanding legal bills, meeting cash collection and aged debt targets, regularly liaising with relevant partners, business managers, finance managers to discuss progress.</p>
Main responsibilities	<p>Manage and motivate a team of Credit Control specialists to continually achieve agreed collection and aged debt targets with a focus on reduction in debtor days. Proactively engage with key stakeholders to deliver the firm's financial goals.</p> <ul style="list-style-type: none">• Manage the teams Debtor portfolio, ensuring timely invoice collection.• Develop and implement strategies to reduce Debtor days and Debtor ageing.• Collaborate with partners, fee earners, and finance teams to review, manage, and monitor Debtor balances.• Provide insightful, data-driven reports and forecasts to senior leadership on Debtor status and potential risk areas.• Develop processes, systems and procedures to continually improve efficiencies and client experience.

	<ul style="list-style-type: none"> • Ensure that appropriate internal controls are in place and operate at all times. • In conjunction with the Global Credit Control Manager, establish service level agreements for all processes and manage service delivery such as to achieve defined service levels. • In conjunction with Credit Control team, identify accounts with a bad debt risk and ensure that appropriate action is taken to minimise that risk. Set an appropriate level of provision in respect of potential bad debts. • Develop the skills of the team so they can meet their KPIs; ensure they have SMART goals and development plans in place, to motivate and grow in-line with their personal development goals and future direction of the team. • Proactively support transformation projects through SME support. • Establish positive working relationships with key stakeholders and maintain regular contact responding to feedback and performance issues in a timely manner. • Be a role model of the ASC Ways of Working in line with documented requirements, promoting and embedding the ethos and culture across the team, including meeting KPIs, to maximise quality and accuracy of outputs whilst monitoring feedback to inform improvements in process and performance. • Work independently with limited supervision to complete assigned tasks while keeping in mind the needs of relevant Firm stakeholders and prioritising work as appropriate. • Exchange ideas and information effectively, efficiently, and logically, while working with contacts globally. • Address in a diligent and timely manner all inquiries and special projects from management. • Accurately, timely and comprehensively report to management on status of assigned objectives and responsibilities. • Proactively monitor the market for the latest thought leadership and best practice to allow us to be market leaders in our credit control offering and build a strong recruitment brand. • Promote diversity across the team including steps to progress towards meeting the Firm's diversity targets through participation in local groups and events. • Undertake any other ad hoc duties/projects as required by the Global Credit Control Manager. • Risk and Control: Ensure that all activities and duties are carried out in full compliance with our regulatory requirements and internal policies.
<p>Essential skills and experience</p>	<ul style="list-style-type: none"> • Minimum of 5 years' experience of credit control management preferably in a legal or professional services environment. • Proven experience in developing and implementing credit control policies and procedures. • Proven ability to lead, motivate and mentor your team. • Proactive and self-motivated work ethos. • Excellent organisational, communication and interpersonal skills, with a strong ability to develop and maintain relations at various levels within and outside the firm.

	<ul style="list-style-type: none"> • Strong global commercial awareness and understanding of client needs. • Proven ability to handle multiple tasks and meet deadlines in a fast-paced environment. • Proactive, innovative and results-oriented. • Ability to perform at high levels in a fast paced, ever-changing work environment and successfully adapt to changing priorities and work demands. • Strong problem solving and analytical skills. • Ability to anticipate work needs and follow through with minimum direction, follow up on own initiative. • Good numeric, analytical and problem solving skills with keen attention to detail. • Strong MS Excel skills. • Working knowledge of 3E practice management system or similar practice management system. • Previous knowledge and understanding of SRA regulations. • Develop processes, systems and procedures to continually improve efficiencies and client experience.
<p>Background checks</p>	<p>In order to comply with regulatory and client requirements, Ashurst will undertake appropriate vetting of staff. When applicants accept a job offer, Ashurst, alongside a specialist provider, will undertake professional verification and background checks. These checks are only undertaken with consent, and in accordance with our legal and regulatory obligations.</p>