

## Job description

**Job Title:** Collections Manager

**Location:** Abingdon Head Office

**Department:** Finance

**Position Reports To:** Financial Controller

### Company Overview

Gigaclear is a fast growing, game changing builder and provider of pure fibre broadband services to residential customers and businesses in England. We have an ambition to make a significant difference to the broadband landscape in rural England and improve our customers lives through the provision of world class broadband services.

The Billings and Collections Team look after all aspects of billings and collections for our live customers. Through the Zuora Billings System, customer's monthly subscriptions are collected by Direct Debit. The Team are also responsible for collecting any missed payments and customer debt.

The Team is also responsible for invoicing non-subscription customers through the Sage accounting system and ensuring that the collections for those invoices are made in accordance with the contractual timescales.

### Purpose of the job

As the Collections Manager you will have full responsibility for leading all aspects of collections to achieve and enhance collections performance.

As a strong leader and working cross-department you will support, develop and drive efficiencies, enhancing collection outcomes for customers and the business.

### Key Accountability & Responsibilities

- Reduce outstanding customer debt in line with company objectives
- Report on customer debt to the Financial Controller; including progress made
- Management of the accounts receivable ledgers and all associated credit control activities e.g. debtor letters, legal action, query resolution, direct debit administration
- Liaise with Customer Care Team to work on debt collection processes and procedures
- Support the operational systems, processes and policies in support of driving continuous improvement
- Work with the Financial Controller to develop and improve long term strategies
- Using your insight and knowledge gained across collections, work across the wider business to influence future strategies, which will increase the effectiveness and efficiency across other departments and customer services

## **Knowledge & Skills**

- Previous experience of managing debt collections; ideally business to consumer
- A history of process improvement and change management in challenging environments
- Process mapping and work flow optimisation
- Exposure to revenue recognition under IFRS
- Excellent Excel ability including analysis, reporting and dashboards
- Logical and clear assessment of KPIs and key business drivers
- Natural influencer who can build relationships and trust quickly
- Logical, numerate, detailed and analytical
- Self-motivated with the drive to overcome obstacles and achieve positive outcomes

## **Our Values**

**Find a way** - we will work together to deliver market-leading solutions and provide customer service excellence to our communities

**Do the right thing** - we always base our decisions on what we believe is fair, considerate and in the best interest of our customers and our colleagues

**Be committed** - we are all accountable for our actions and work relentlessly with our many customers to deliver on our promises

**Keep it simple** - we take potentially complex and confusing information and we make it easy for everyone to understand

*This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to the duties which may be varied (after discussion), subject to the needs of the business.*