

PERSON SPECIFICATION
Senior Credit Controller

Criteria	Essential/ Desirable	Application Form / Supporting Statement / Interview
1. Education to a minimum of 5 GCSE's (or equivalent) with evidence of numeracy and literacy skills e.g. qualifications in Maths and English.	Essential	Application Form
2. Experience in the use of financial systems with the ability to work to a high level of accuracy.	Essential	Supporting Statement / Interview
3. At least two years customer-facing experience in either a credit control role or as part of an accounting role	Essential	Application Form
4. Excellent interpersonal skills and the ability to communicate confidently and effectively, verbally, in writing and via electronic media.	Essential	Supporting Statement / Interview
5. Able to work effectively within a team and on one's own initiative.	Essential	Supporting Statement / Interview
6. Ability to maintain the highest standards of professionalism, both with internal and external contacts and to deal effectively with confidential, contentious, and sensitive issues with integrity, discretion, and impartiality.	Essential	Supporting Statement / Interview
7. Ability to operate effectively under pressure and to deal with frequent interruptions, as well as to manage and organise a highly complex and heavy workload efficiently, including working to challenging deadlines.	Essential	Supporting Statement / Interview
8. Willingness to adopt a flexible attitude to working hours to accommodate the demands of the department.	Essential	Supporting Statement / Interview
9. A proactive approach to work, with the ability to make appropriate decisions about prioritising, take the initiative to initiate action where necessary and monitor progress.	Essential	Supporting Statement / Interview
10. Member of the Association of Accounting Technicians (AAT).	Desirable	Application Form
11. Member of the Institute of Credit Management (ICM).	Desirable	Application Form

- Application Form – assessed against the application form and where appropriate, curriculum vitae. Applicants will not be asked to answer a specific supporting statement. Normally used to evaluate factual evidence e.g. award of a qualification. Will be “scored” as part of the shortlisting process.
- Supporting Statements - applicants are asked to provide a statement to demonstrate how they meet the criteria. The response will be “scored” as part of the shortlisting process.
- Interview – assessed during the interview process by either competency-based interview questions, tests, work-related exercise, presentation or teaching session etc.