

## **Credit Controller (FTC)**

We're looking for a Credit Controller to join our team to maximize cashflow and minimize financial risk within a credit control environment.

### **Responsibilities**

- Management of UK and EU customer accounts
- Close collaboration with the Sales Manager for awareness of issues effecting the sales ledger
- Chase overdue debt by telephone, email and dunning letters with agreed timescales
- Follow Brand's credit control guidelines and procedures
- Ensure good record keeping satisfactory to audit and legal requirement
- Manage an effective process of credit assessment
- Deal promptly with internal and external queries about payment
- Ensure customers pay to agreed terms and negotiate repayment plans when necessary
- Meet cash targets as set by management
- Maintain accurate records of chasing activity
- Identify changes in payment patterns and propose actions to avoid indebtedness
- Provide ad hoc reporting as and when required by management
- Maintain highly accurate transaction postings to the sales ledger
- Awareness of credit issues and knowledge of the customers and help in recovery of debts
- Improve work methods and ensure prompt and accurate invoicing
- Manage outsourcing of legal and debt collection on difficult slow payers
- Accurately record and enter currency and sterling cash received either by cheque or direct Bank transfer
- Ensure all entries reconcile daily between receipts and ledger allocations
- Maintain notes on Mertex system of all customer communication so that others looking at an account can understand why and when a customer is overdue
- Review order held reports and release only on payment received or justifiable credit analysis. Calls to all customer held orders must be made so the customer is aware of a delay in delivery and has a chance to resolve the matter
- Cover all areas of the credit control department as and when required
- Other duties as required

### **Skills & Experience**

- Credit control experience
- Excel and Word skills to a good standard
- Good communication skills (verbal and written); professional telephone manner
- French as a language skill (highly desirable)
- Good level of analytical ability to resolve issues
- Highly customer focused; good customer service skills
- Effective organisation and planning skills, able to plan and prioritise own workload to meet deadlines
- Good team-working skills, able to maintain effective working relationships with colleagues in the team
- Good attention to detail
- Highly numerate and with excellent reconciliation skills
- Understands and is able to comply with internal controls and policies

## **About us**

Sanderson Design Group is an international luxury interior furnishings company that designs, manufactures and markets wallpapers and fabrics together with a wide range of ancillary interior products.

In 2020, we brought our portfolio of brands home to Sanderson Design Group, evoking the combined longevity and prodigious creative history of our brands. Sanderson Design Group describes the ebullience of our past endeavours. It sketches the outline of our future. A collective of 7 quintessentially British luxury interior brands and 2 manufacturing brands, at Sanderson Design Group we are Sanderson, Archive, Morris & Co., Zoffany, Harlequin, Clarke & Clarke, Scion, Anstey Wallpaper Company and Standfast & Barracks.

Our purpose is "To bring the Beautiful into People's Homes and Lives". This has defined and shaped our brands since our very earliest days. The oldest brand in our arsenal, from where we derive the namesake of our group, began life in 1860, as an importer of fine French wallpapers to London. Arthur Sanderson & Sons Ltd played a pivotal role in defining English interior decoration tastes and its early success led to displaying designs at London's finest showroom, at Berners Street. Around this time in 1924, Arthur Sanderson & Sons Ltd were awarded The Royal Warrant, becoming "purveyors of wallpaper and paint" to the court of George V.

We recognise that each one of our brands contributes a unique chapter to our story. It is why we represent the full spectrum of British interior design, catering from cutting-edge sleek modern styles, to the hearty warmth of traditional forms. Our decision to rebrand as Sanderson Design Group in 2020 is our way of paying homage to our rich history, as well as marking our path towards a new future. As custodians of over 160 years of design experience, we are proud to Bring the Beautiful into People's Homes and Lives. We are Sanderson Design Group.