

# UK Credit Controller

## ROLE PURPOSE

Instant is looking for a motivated and talented credit controller ideally with a proven track record of performing against both cash collection and aged debt targets.

This role will be fast-paced and varied, covering all aspects of credit control, including; cash posting, reviewing all office broking deals submitted by the UK sales teams, raising invoices and credit notes, ensuring invoices are paid on time in line with Instant's terms and conditions, building relationships internally and externally along with minimizing aged debt.

The role will report directly into the Head of Accounts Receivable based in Head Office in London.

## KEY RESPONSIBILITIES

- Responsible for chasing the UK ledger (approx.250 accounts)
- Working to a monthly cash & aged debt target
- Provide weekly and monthly updates to the Head of Accounts Receivable (based in London) on performance
- Ensure efficient and timely resolutions of invoice queries, including raising any credit notes that may be required
- Reducing aged debt to ensure no account is older than 60 days
- Recording and banking cheques and ensuring they are deposited in a timely manner
- Maintain regular contact with operators to build relationships and work with the internal Operator Relationships team
- Consistently reconciling debtor accounts
- Daily chasing targets to be met (prioritizing phone calls, followed by e-mails)
- Following the escalation process through to completion when a debtor is unpaid
- Take part in monthly team meetings with the rest of the Credit Control team
- Provide support to the wider finance team where required
- Assist in month end duties
- Manage the deal approval & billing process for the UK region
- Provide feedback to Management on any issues/improvements that can be made to processes

## BACKGROUND AND EXPERIENCE

- Must have experience of delivering basic financial processes such as;
- Strong Credit Control experience within the services sector
- Previous record of strong target performances in maximizing cash & minimizing aged debt
- Proficient in the use of Microsoft Office (Outlook, Excel and Word)
- Good business & administration experience

## KEY SKILLS AND COMPETENCIES

This role involves having the following key skills and competencies, namely:

- Strong individual with excellent customer service skills
- Ability to maintain an articulate and professional manner always, including when on the phone, in the office and externally.
- Proficient CRM user (Fred/Salesforce preferable)
- Self-motivated and driven with a positive attitude
- Business focused and a forward thinker
- Strong at working and performing individually and within a team
- Ability to work independently and use own initiative to get the job done and achieve the best results

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**Job Description**  
**[Job Title Here]**



- Ability to work within a competitive environment whilst supporting colleagues and offering advice and help
- Naturally inquisitive

**MEASURES OF SUCCESS AND KEY STAKEHOLDERS**

Reporting to the Credit Control Team Leader you will be accountable for ensuring you deliver against monthly cash collection & aged debt targets as well as other objectives set around maintaining the billing process globally.

Internally you will be working alongside our sales team based in our Newcastle office. You will be required to have strong internal relationships with our Online Broking division and Operator Relationship team as well as the Credit Control Team (based at our HQ in London, Dallas and Sydney) who you will work closely with to ensure as a team bad debt is minimized, and cash flow is increased.

# Working at Instant

## About The Instant Group

Founded in 1999, The Instant Group is a workspace innovation company that rethinks workspace on behalf of its clients injecting flexibility, reducing cost and driving enterprise performance. Instant places more than 7,000 companies a year in flexible workspace such as serviced, managed or co-working offices including Sky, Network Rail, Capita, Serco, Teleperformance, Worldpay, and TMF making it the market leader in flexible workspace.

Its listings' platform [Instant Offices](#) hosts more than 12,000 flexible workspace centres across the world and is the only site of its kind to represent the global market, providing a service to FTSE 100, Fortune 500, and SME clients. With offices in London, Newcastle, Berlin, Haifa, Dallas, New York, Miami, San Francisco, Hong Kong, Sydney, Singapore, and Kuala Lumpur, The Instant Group employs 230 experts and has clients in more than 150 countries. It has recently been included in the 2018 Sunday Times' HSBC International Track 200.

## A business is only as good as its people

It's not all noses to the grind-stone though; Instant is a fun and dynamic place to work, where colleagues support one another and where the next social event is always just round the corner. We have been rated as one of the best small companies to work for and as one of the top companies with the fastest-growing international sales by the Sunday Times and are committed to continuing to make Instant a great place to build a career.

Instant is a values-driven organisation. We adopt and live by our values:

- We are passionately client focussed 24/7, 365
- We operate with integrity and a sense of fun
- We build long term client relationships based on trust
- We question convention with the desire to improve performance
- We collaborate in teams to create solutions that solve client problems
- We strive for excellence in all that we deliver
- We attract and develop the most talented people

We are a fast growing business with an exciting and vibrant atmosphere, where staff are encouraged to think for themselves and are rewarded for contributing to our success.

To support our ambitious growth plans, we want to attract and develop the best people – resourceful, committed individuals with relevant experience and a client-centric mindset.

## The details

We pay market salaries and the right person will be offered a package according to their experience.

You will work 9am to 6pm Monday to Thursday and 9am to 4pm on Fridays.

## For more information please contact Alice Mitchell:

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