

## QUALIFICATIONS

Level 2 English and Maths.

LEVEL 2

DURATION: 12-18-MONTHS

## BEHAVIOURS

**Honesty & Integrity:** Truthful, sincere, and trustworthy in their actions. Shows integrity by doing the right thing. Maintains appropriate confidentiality at all times.

**Flexibility:** Adapts positively to changing work priorities and patterns when new tasks need to be done or requirements change.

MAXIMUM FUNDING: £5000

Route: Legal, Finance & Accounting

## OVERVIEW

Credit management is a dynamic function found across all sectors of UK and international commerce and offers a range of challenging and interesting specialisms. Given the importance of credit management and collections, roles are central to many operations, typically setting policies, facilitating sales, managing financial risk and customer relationships.

Commercial teams have significant responsibility and manage high value accounts. Roles are typically fast-paced and target driven, requiring detailed knowledge of law, regulations and the business environment, and skilled practitioners possess excellent technical and interpersonal skills.

## SKILLS

Service delivery, Work planning, Teamwork, Communication and relationship building, Negotiation and decision making, Continuous improvement, Personal development.

## KNOWLEDGE

**Credit Management:** Broad understanding of the principles of credit management & collections.

**Regulatory & Compliance:** Broad understanding of the legal, regulatory, risk and compliance framework within which they operate.

**Industry and organisation understanding:** Understands professional standards; the nature and priorities of the organisation they work in.

**Products and services:** Broad understanding of the products and services offered to customers by their organisation.

**Systems and processes:** Understands the systems, tools and processes used in the role.

## TYPICAL JOB TITLES

CREDIT CONTROLLER

DEBT COLLECTION AGENT

THIRD PARTY COLLECTION