

**Title of Post:** Credit Controller

**Responsible to:** Accountant

**Accountable to:** Chief Executive

**Full-time: 37.5 hours per week**

**Function of job:** Management of Credit Control Function under the supervision of the Accountant, handling the collection of monies due, resolving account queries, raising sales invoices and issuing credit notes, if required.

To assist the Accounting Technician in all functions.

**MAIN DUTIES:**

1. Responsibility for the collection of all debts to include those of health insurers, self-funding patients, solicitors, consultants, NHS Trusts, clubs, societies and other medical providers.
2. Uploading invoices to HealthCode ensuring all details are correct and sending electronically. Should HealthCode invoices fail to send, identify and correct the recognised errors and resubmit.
3. Download from HealthCode the remittance advices from the individual health insurers and forward to the accounts team for allocation.
4. Contacting health insurance companies to obtain reason for payment shortfalls.
5. Contacting health insurance companies, after 60 days, regarding any outstanding debt and monitoring email response.
6. Issuing patient liability notification following receipt of health insurer remittance and transferring the liability to self-funding sales ledger.
7. Sending self-funding reminder letters. Where a patient has failed to pay, manage the debt recovery process, which could involve stopping future admissions, negotiating payment plans, transferring collection to an agency or small claims court.
8. Resolving queries both internally and externally regarding outstanding invoices.
9. Posting and allocating Euro insurer receipts to accounting systems, identifying patient liability and difference on exchange.
10. Collecting payment in advance for Fixed Price Surgery cases.
11. Management of administrative alerts on the Clinical Management System (CMS).
12. Discussing bad debts with the Accountant and if authorised writing off the debt against the provision.

13. Checking for invoices raised in the Billing system not sent to Sage on a weekly basis.
14. Seek Chemotherapy treatment authorisation from the patients' health insurer, where required. Advise accounts team to allow them to raise the invoice.
15. Liaise with the purchase ledger clerk to ensure laboratory test invoiced by NHS Trusts have been charged to the patient/health insurer.
16. Ensuring medical insurance claim forms are completed by patient and consultant.
17. Preparing monthly aged debtor and debtor day reports. Highlighting potential issues/problems that may impact cash flow.
18. Preparing ad hoc reports and spreadsheets.
19. Ensuring credit control and collection policies and procedures are created, updated and adhered to by the finance team.
20. Carry out any other Accounting work and provide cover in other areas as requested by Accountant.
21. Small Claims Court attendance, when required.

**General Duties:**

1. Read, understand and adhere to all Ulster Independent Clinic policies and procedures.
2. Communicate effectively with all users of the service, being courteous and respectful and ensuring confidentiality, at all times.
3. Actively participate and contribute to the continuous improvement of the service.
4. Attend all mandatory in-service training and lectures.
5. Comply with the Ulster Independent Equal Opportunities Policy at all times.
6. Carry out all duties & responsibilities in accordance with Health & Safety policies and statutory regulations.
7. Participate in annual performance review and maintain own personal development file.
8. Be responsible for own professional development and maintenance of knowledge and skills according to professional guidelines.
9. Adhere to and abide by professional code at all times (as applicable).

***The above is not an exhaustive list of duties and should be regarded as providing guidelines in which the individual works. This job description is subject to review in light of changing circumstances and operational requirements.***

### Personnel Specification

CATEGORY	ESSENTIAL	DESIRABLE
<b>Experience</b>	<p>Good all round knowledge of working in an accounts department and,</p> <p>2 Years' recent relevant experience of managing all aspects of the credit control function.</p>	<p>Accounts experience in a healthcare environment</p> <p>2 Years' recent relevant experience of assisting with bank and other reconciliations</p>
<b>Education/ Qualifications / Training</b>	<p>5 GCSEs including English Language and Mathematics at Grades A to C (or equivalent)</p> <p>Experience of Sage or similar accountancy package</p> <p>Proficient in the use of Microsoft Office, specifically Excel</p>	<p>Relevant Level 3 qualification obtained from Chartered Institute of Credit Management (CICM)</p>
<b>Other</b>	<p>The post holder will be required to be flexible in their working pattern to meet service needs.</p> <p>Satisfactory completion of the following checks:</p> <ul style="list-style-type: none"> <li>• References</li> <li>• **Evidence of right to live and work in UK</li> <li>• Health screening</li> <li>• Qualification checks</li> <li>• Satisfactory *ACCESSNI clearance.</li> </ul>	

#### Competencies:

- Ability to work in a team or on own
- Effective Communication and Interpersonal Skills including the ability to listen and negotiate with others
- Patience and the ability to remain calm in stressful situations
- Resilience
- Excellent customer service skills
- Planning and Organising skills with the ability to multi-task
- Ability to manage multiple priorities
- Analytical skills and accuracy and attention to detail

## Information for Applicants

Please refer to our website <https://ulsterindependentclinic.com/jobs/policies> for the following policies in relation to your application:

- Policy on the Recruitment of Ex-Offenders
- Criminal Records Information Policy
- Fair Processing Notice for Candidates and Applicants
- Policy on Secure Handling, Use, Storage and Retention of Disclosure Information

\*Successful applicants will be required to have satisfactory Access NI checks. Having a criminal record will not necessarily be a bar to an applicant obtaining a position.

\*Applicants can obtain information about AccessNI at the following website address:

<https://www.nidirect.gov.uk/campaigns/accessni-criminal-record-checks>

\*AccessNI Code of Practice at the following website address:

<https://www.nidirect.gov.uk/publications/accessni-code-practice>

\*AccessNI Privacy Notice at the following website address:

<https://www.justice-ni.gov.uk/publications/ani-privacy>

\*\* You must have the legal right to work in the UK and in line with its legal obligations Ulster Independent Clinic will carry out Right to Work documentation checks prior to appointment. This will include checking documentation for those with Settled or Pre Settled status under the EU Settlement Scheme. Please note that whilst we welcome all applications regardless of national origin we do not hold a UK Home Office Sponsor Licence and we are therefore unable to sponsor applicants under the new UK Home Office points based immigration process.