

# CREDIT CONTROL TEAM LEADER

## (Level 2)

### Ready to lead by example and have a real impact?

#### Wise Group

#### Nottingham

Wise Group is an exciting and rapidly growing business, which provides high-quality, purpose-built housing for the private rental market.

Our aim is to revolutionise the private rental sector by challenging existing standards, creating and nurturing communities and, ultimately driving better living standards for our customers and tenants with an ambition to deliver 2,000 new homes each year.

We offer our institutional investor clients a one stop service under one roof covering all parts of the process from site identification and development through to letting, management and maintenance of the properties.

#### What we care about

Revolutionising our customers' experience is what drives us each and every day at Wise Living. We thrive on shaking up the industry and doing what it takes to make customers' lives easier and better. Because they deserve more, and we want to be the ones to wow them.

We believe our greatest asset is our people and by empowering them to make a difference our people can become the best they can be.

#### Your life as Credit Control Team Leader

You will play a key role in supporting the Management team in relation to both Wise Management and Wise Estates Credit Control as well as taking primary responsibility for the performance and development of the Wise Estates Credit Control Team. You will lead by example to the Property Managers and Credit Control team to encourage superior business results and build our reputation for providing consistently high quality service to our customers. You will also be responsible for ensuring that debt owed to both our company and our clients remains at a minimum and for reporting the results of your team in an accurate, timely manner. With the support and guidance of the Team Manager, you will enjoy the opportunity to challenge processes and improve how things are done, playing your part in our bright future.

#### What you'll do

- Work in a powerful partnership with the Property Managers to ensure the team are owning their portfolio and resolving issues, escalating only where necessary.
- Act as a Stage 1 escalation point, aiming to resolve all queries without further escalation.
- Lead the Wise Estates Credit Control Team ensuring our level of customer service is excellent and our recovery rates are high.
- Manage, monitor and support the team with the following:

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- Pursue arrears and bad debt across all areas of the business ensuring that debt remains at a minimum and within set KPIs. This will include (but not be limited to) rent arrears, tenant recharges, service charge arrears, payment for maintenance work).
- Negotiate, implement, and monitor payment plans in conjunction with the Property Manager
- Issue Money Claims
- Instigate and monitor claims under Rent and Legal policies
- Issue copy invoices and reminders where required
- Answer telephone calls and monitor the credit control email mailbox, responding to all queries in a timely manner.
- Monitor each account to ensure it is swiftly moved to the next stage of the Credit control procedure
- Update the in-house systems accordingly
- Instruct solicitors and external debt recovery agents for debt recovery and court action where required
- Maintain relationships with relevant companies (solicitors / debt collection / tracing agents) and source new contacts if required
- Deal with legal proceedings and possession notices
- Liaise with tenants, landlords, lessees, clients and colleagues as necessary
- Notify clients of non-payment and advise of suitable courses of action
- Collate and distribute client reports as per the Client requirements
- Monitor regulatory changes in your area and suggest process adaptations where required to remain compliant
- Effective diary and task management
- Support other members of the department where necessary and to cover holidays etc
- Be part of an active staff team and adhere to all company policies and procedures
- Any other relevant duties as required

### Who we're looking for

We're on the hunt for a confident, self-motivated individual with:

- At least 2 years' experience in a relevant position
- The skills required to provide guidance and support to the team
- An understanding of the possession process and debt recovery routes available
- The ability to think outside the box whilst remaining compliant at all times
- Proficiency in Maths, literacy, and the use of Microsoft office programmes
- Confidence when it comes to dealing with difficult conversations
- Experience of working to deadlines, problem solving and multi-tasking
- Good communication skills, in writing and in person
- The ability to prioritise tasks

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- A passion for getting the detail right every time
- A genuine desire to keep learning through training and development
- Eligibility to work in the UK and everything it takes to successfully complete pre-employment screening

And, ideally, but not vitally:

- Experience in a lettings/property management environment.
- A flexible attitude to work
- Experience in complaint handling

### **How to apply**

Write an email telling us why this job's got your name on it. Attach your CV. Press send.

[careers@sdlgroup.co.uk](mailto:careers@sdlgroup.co.uk)

**If you require any reasonable adjustments for any part of the recruitment process, please let our HR team know within your covering letter.**