



Job Description:

Credit Control Assistant/Legal Cashier

Reporting to: Accounts Manager

Location: Bishop's Stortford

Responsible for: No direct reports

Special Requirements: This post is predominantly office based in one location.

Access to a vehicle may provide additional flexibility within the role. Flexibility of working hours will be required to meet client needs.

Main Purpose of the Role

The Credit Control Assistant/Legal Cashier will support the firm by accurately posting receipts and payments requested, in accordance with the correct authorisation procedures. They will accurately file supporting paperwork on a daily basis, ensure that all transactions processed are dealt with in accordance with the SARs; and process payments using the firms online banking system.

Credit control procedures will be performed in accordance with the firm's credit control policy, ensuring that debts are paid in a timely manner and relevant credit control letters are sent out when required.

Main Responsibilities

Dealing with incoming same day electronic transfers, sending out the same day, ensuring that the correct authorisation has been obtained prior to release of the payments

Daily banking of cheques received at Bishops Stortford and the processing of cheques banked at other offices

Daily production of client and nominal related payments

Daily production of cheques for all offices

Daily posting and reconciliation of client related search fees

Maintain and reconcile petty cash tin

Daily review of bank statements, allocating payments and receipts correctly

Ad hoc posting of journal requests

Chasing overdue payments in accordance with the credit control policy

Maintaining accurate records of all chasing activity on the Peppermint practice management system

Responding quickly and completely to both client and internal queries

Preparing files for transfer to debt recovery

Sending out statements/copy invoices/time reports to clients when requested

Taking and processing credit card payments from clients

Writing off invoices when necessary, with the relevant authorisation and posting them to the correct nominal

Producing a client to bill report once a week, transferring client money over to office to settle bills in accordance with SARs

Attend monthly credit control meetings to maintain awareness of any issues or changes to policy required

Person Specification

Behavioural and Technical	Essential/ Desirable	Definition
Relevant or equivalent role	Essential	<p>Is passionate and enthusiastic about their area of specialism.</p> <p>Can evidence they meet the essential technical and behavioural criteria for the role.</p>
Customer service and community focus	Essential	<p>Professional, polite, enthusiastic and welcoming approach.</p> <p>A polite but tenacious telephone manner.</p> <p>Advocate of internal and external customer care, including dealing with a range of customer and staff queries/concerns in a professional manner both in person and over the phone.</p>
Standards	Essential	<p>Sets and strives for high standards throughout their work.</p> <p>Demonstrates integrity, shares knowledge, supports and promotes colleagues.</p> <p>Maintains continued professional development.</p>
Planning and Organising	Essential	<p>Manages own time effectively, is organised and prioritises work efficiently.</p> <p>Works effectively and efficiently without supervision.</p> <p>Ability to work in a planned and organised way, but has the ability to multitask and manage a variety of requests at one time</p> <p>Monitors and maintains quality and productivity</p> <p>Ability to build and maintain effective working relationships with other Junior Legal Cashiers.</p> <p>Methodical, accurate and consistent even when under workload and/or time pressures, adhering to a variety of deadlines.</p>
Equality and Diversity	Essential	<p>Is aware of client needs. Respects others cultural viewpoints and perspectives, is constructive and</p>

Behavioural and Technical	Essential/ Desirable	Definition
		<p>understanding. Demonstrates empathy and is respectful.</p> <p>Demonstrates an awareness of pertinent cultural issues both within the firm and the wider environment.</p>
Working with others	Essential	<p>Establishes positive professional and effective relationships with supervisors, managers, staff and clients. Delegates appropriately and effectively.</p> <p>A willingness to assist colleagues and clients achieve successful outcomes.</p> <p>Acting calmly in a crisis, tactful, determined, quick-thinking, but methodical and consistent.</p> <p>Adapts and fits in well, able to work independently and within a team. Awareness of responsibility and when and how to escalate issues appropriately.</p> <p>Finds things to do to help others when capacity allows.</p> <p>Ability to build effective relationships with supervisors, managers, staff and clients.</p> <p>Act in an open and approachable manner.</p> <p>An awareness for the need for confidentiality.</p>
Commercial awareness	Desirable	<p>Can demonstrate strong commercial awareness and acumen.</p>
Technology	Essential	<p>Computer and web literate and other new media, strong ICT skills.</p> <p>Experience of accounting software and internet banking software is desirable.</p> <p>Effective numeracy, literacy and word processing skills (GCSE Maths and English at grade B or equivalent).</p> <p>High standard of accuracy with full attention to detail.</p>

Behavioural and Technical	Essential/ Desirable	Definition
	Desirable Desirable	<p>An ICM qualification would be advantageous but not essential.</p> <p>Uses technology and other resources available to achieve objectives.</p> <p>MS Word expert and competent ICT and keyboard skills.</p> <p>Experience using Microsoft office.</p>
Presenting and communicating information	Essential	<p>Communicates effectively and appropriately to a range of audiences.</p> <p>Confident, clear and articulate communication skills both orally and in writing.</p> <p>Well presented, appropriate to a professional business environment.</p> <p>Pleasant telephone manner, speaks clearly and fluently.</p>
Innovation and Initiative	Essential	<p>Has a proactive approach and will take responsibility for tasks and issues.</p> <p>Capable of taking initiative and finding solutions to problems.</p> <p>Awareness of level of responsibility and when and how to escalate issues appropriately.</p>
Research	Essential	<p>Demonstrates problem solving and a methodical attention to detail skills.</p>