Job Description

Job Title – Credit Control & Sales Ledger Lead

Reports to –Finance Manager

Pay – £32,000 – £35,000

Based - Head Office, Redruth.

Employment Type - Permanent, full-time 8:30am – 5:00pm Monday to Friday.

Role Purpose

Reporting to the Finance Manager, the Credit Control & Sales Ledger Lead is responsible for the day-to-day management of credit control and sales ledger activities across the business. This is a new role in the department which will ensure accurate invoicing, effective debt collection, strong customer account management and robust sales ledger controls to support cash flow and financial performance.

Working within a growing business of more than 200 colleagues and a projected turnover of £34m, the role will oversee customer account administration, debtor management, cash allocation and sales ledger processes, ensuring timely collections, accurate records and professional customer service while supporting the wider operational needs of the business.

Key Responsibilities

Credit Control and Sales Ledger Management

- Lead and manage day-to-day credit control activities, ensuring overdue debt is actively monitored, collected and escalated where required.
- Maintain regular contact with customers to resolve outstanding balances and agree payment plans.
- Monitor aged debtors, disputed balances and collection risks, taking appropriate action to support cash collection and minimise exposure.
- Maintain clear records of collection activity, customer communications and agreed actions.

Sales Ledger & Customer Accounts

- Lead sales ledger processes, including invoicing, credit notes, receipts, cash allocation and customer account maintenance.
- Manage the weekly invoicing cycle, ensuring invoices are processed accurately and issued on time.

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- Maintain customer account records, ensuring transactions are processed accurately and balances remain up to date.
- Investigate and resolve invoice, payment and account queries while maintaining accurate ledger balances.

Reporting, Reconciliations & Controls

- Prepare customer account reconciliations and investigate discrepancies where required.
- Produce debtor and sales ledger reports to support weekly and period-end reporting requirements.
- Ensure sales ledger balances are complete, accurate and ready for month-end review.
- Support improvements to credit control procedures, reporting processes and financial controls.

Credit Risk & Compliance

- Lead customer credit checks, account onboarding and credit limit administration.
- Monitor customer credit risk and escalate concerns in line with agreed procedures.
- Manage account holds, stop lists and payment terms where required.
- Support legal recovery and external debt collection processes when authorised.

Operational Finance Support

- Work closely with operational managers and depot teams to resolve invoicing issues and customer account queries.
- Support accurate revenue reporting through the timely processing of invoices, credits and account adjustments.
- Provide practical support and insight to managers regarding debtor performance and customer account issues.
- Promote a professional, organised and customer-focused approach across finance processes and customer interactions.

Person Specification

- Strong experience in credit control, sales ledger, invoicing, customer payment processing, direct debit files, cash allocation, reconciliations and customer account management.
- Experience managing invoicing, cash allocation, direct debit processes and account reconciliations.
- Good understanding of credit risk management, customer onboarding and account controls.
- Strong organisational skills with excellent attention to detail and the ability to manage competing priorities.
- Confident communicating with customers, colleagues and operational managers in a professional and constructive manner.
- Practical, collaborative and solutions-focused, with the ability to improve processes and strengthen financial controls.
- A proactive approach to debt management, cash collection and service improvement.

Key Measures of Success

- Reduction in aged debt and improved cash collection performance.
- Accurate and timely invoicing, sales ledger processing, and sales ledger controls.
- Effective management of customer credit risk and account compliance.

- Delivery of reliable debtor information to support financial decision-making.

This Job Description is intended to provide an overview of the main duties and responsibilities of the role. It is not exhaustive and may be reviewed and amended in line with business requirements. You will be expected to undertake any other reasonable duties consistent with the level and purpose of the role.