

**Job Title: Credit Controller**

**Location:** Nightingale Hospital, 11-19 Lisson Grove, Marylebone, London NW1 6SH

**Department: Finance**

**Salary:** Dependant on experience

**Working hours:** 37.5 hours

**Closing date:** ongoing, until we find the right candidate

Please note that interviews may take place prior to the advert closing as and when suitable applications are received. If a suitable candidate is appointed the role may close early, therefore please do not hesitate to submit your application.

**About us**

Nightingale Hospital is the only private mental health hospital in Central London, with over 30 years' experience in delivering specialised, evidence-based treatments in outpatient, day patient and inpatient settings. Our dedicated team of specialists are committed to the diagnosis and treatment of all types of mental health conditions, including eating disorders and addictions. Conveniently located, we are a two-minute walk from Marylebone main line and Underground stations, and within a ten-minute walk of Baker Street and Edgware Road Underground stations.

We are owned by international medical group, Orpea delivering the full spectrum of psychiatric care, high quality care home and rehabilitation services across the globe.

**About the role: Credit Controller**

We are seeking a skilled Credit Controller to join our finance/business office team. The Credit Controller will be responsible for managing the credit policies and procedures of the company, ensuring timely payment of outstanding invoices and minimizing bad debt risk. The ideal candidate will have a strong understanding of credit control principles, excellent communication skills, and a proactive approach to problem-solving. While also understanding the complexities of the mental health space and being able to communicate in both a professional and empathetic manner.

**Who we are looking for?**

**1. Main Duties**

- Monitor and manage the company's accounts receivable ledger across both hospital systems.
- Contact patients to ensure timely payment of outstanding invoices.
- Resolve billing discrepancies and disputes in a timely manner.
- Review and assess credit applications, ensuring they follow the correct internal procedures before being approved.
- Establish and maintain strong relationships with customers to facilitate prompt payment.
- Analyse aging reports and prioritize collections activities accordingly.
- Work closely with other members of the finance team and the wider hospital environment, - permto resolve payment issues.

- Provide regular reports and updates on accounts receivable performance to management.
- Implement and enforce credit control policies and procedures.
- Identify opportunities for process improvements to enhance efficiency and effectiveness.
- Where relevant escalate bad debt concerns to third party debt management agencies.

### Who we are looking for

	Essential	Desirable
<b>Education and qualifications</b>	✓ <b>Degree or equivalent experience in credit control</b>	✓
<b>Work experience</b>	<ul style="list-style-type: none"> <li>✓ Proven experience in credit control or accounts receivable management, ideally within a mental health/care space.</li> <li>✓ Minimum of 3 years' experience as a Credit controller</li> </ul>	Experience with accounting and hospital software, such as Advanced Financials and Caresys/Carecloud is a plus.
<b>Skills, knowledge and aptitude</b>	<ul style="list-style-type: none"> <li>✓ Strong understanding of accounting principles and credit control procedures.</li> <li>✓ Excellent communication and interpersonal skills.</li> <li>✓ Ability to work independently and prioritise tasks effectively.</li> <li>✓ Proficiency in Microsoft Office suite, particularly Excel and Word</li> <li>✓ Strong attention to detail and accuracy.</li> <li>✓ Ability to handle sensitive information confidentially.</li> </ul>	✓ Proactive attitude and willingness to take initiative.

*Nightingale Hospital reserves the right to vary these duties from time to time or require the job holder to undertake additional duties within their general scope of qualifications, skills and experience.*

## Company benefits

To reward the hard work of our fantastic colleagues, we offer an excellent benefits package as per the below.

**\*Subject to T&Cs**

## COVID-19 update

At Nightingale Hospital we are committed to ensuring the safety of our staff and have taken various measures to allow everyone to continue to operate both effectively and efficiently, whilst remaining safe. All procedures have been evaluated and retrospectively restrictions have been implemented in line with the Hospitals Infection Control Protocol and general government guidelines regarding virus transfer and social distancing during the pandemic. All work areas have been formally risk assessed and have been shared with respective departments. This has led to the implementation where necessary of Perspex screens between desks and the use of masks/visors in majority of places around the hospital.