

Job Title: Credit Controller

Contract: FTC

Hours: 35 hours per week

Reports to: Financial Controller

Location: Hybrid – 1 day London office / 4 days working from home

Job Summary:

Thistle Initiatives, our regulatory consultancy, provides expert compliance advice and support right across the financial services sector. Our clients range from niche start-ups to long-established market leaders covering the following verticals: Investments, Payment Services, Financial Crime, and Credit, Mortgages, Insurance.

We are looking for a proactive and hands-on **Credit Controller** to support the business, manage the credit control function and support the wider finance team. The primary focus of the role is to effectively manage and reduce debtor balances while maintaining strong client relationships. The role also includes sales ledger responsibilities, data entry support, and various finance-related administrative tasks.

This role is ideal for someone who thrives on collaboration, enjoys building strong relationships across teams, and is comfortable managing multiple projects while rolling up their sleeves to get things done.

Key Responsibilities:

Credit Control (Primary Focus):

- Proactively chase outstanding debtor balances.
- Maintain up-to-date and accurate debtor notes.
- Assist with resolving billing queries in a timely manner.
- Collaborate with customer-facing staff to improve collection efforts.
- Initiate legal proceedings for overdue accounts as necessary.
- Liaise with solicitors and bailiffs in the debt recovery process.
- Negotiate and agree payment plans with clients where appropriate.

Sales Ledger Duties:

- Process invoices promptly and accurately.
- Set up new client accounts in the system.
- Raise and distribute sales ledger invoices regularly.
- Ensure the sales ledger is fully reconciled and up to date.
- Prepare and issue recharge/adhoc client invoices as needed.

Additional Responsibilities:

- Provide data entry support for new system implementations.
- Carry out other ad hoc finance tasks as required by the team.

Skills & Experience:

Essential:

- Proven experience in Credit Control and Sales Ledger roles.
- Strong Excel skills, particularly in time-based billing scenarios.
- Excellent attention to detail and a high level of accuracy.
- Competence in Microsoft Office, especially Excel and Outlook.
- Ability to manage difficult conversations with calmness, professionalism, and confidence.
- Strong interpersonal skills to foster relationships internally and externally.
- Ability to reconcile complex accounts.

Desirable:

- Experience with time-billing systems (ideally in accounting or consulting environments).

We offer

- Competitive salary
- Fantastic City of London location and working environment
- Working with dynamic teams with regular social events