

Job Title:	Invoicing & Credit Control Officer
Line manager:	Credit Control Team Leader
Grade (if applicable):	4
Direct reports:	N/A



Role Purpose:

- Recovery of unpaid debt from organisations and Individuals relating invoices issued for services provided and supplied by Peabody.
- Producing and sending accurate invoices to customers for services supplied by Peabody based on requests from internal stakeholders.
- Proactively contacting customers via telephone, email and in-person meetings to obtain payment of invoices.
- Proactively take ownership of challenges in and seek resolution of problems for customers in line with Peabody service standards.
- Actively engage with business partners using effective engagement and clear and transparent communication to build long term relationships and provide successful outcomes.

Key Activity:

- To deliver daily credit control by telephone, email and in person.
- To deliver regular billing of invoiced income.
- To minimize bad- debt in line with company policy
- To proactively manage client queries providing a resolution in line with the company service standards.
- To manage account reconciliations.
- To allocate daily cash receipts against relevant invoice(s).
- To ensure that reminder letters and statements are issued to customers when due.
- To provide reports and insights to business stakeholders to drive down debt and improve speed of payment.
- To give ideas and participate in project work that provides improvement in service standards.

Success metrics:

- To proactively manage a portfolio of debt to exceed cash collection targets and to reduce our Days Sales Outstanding (DSOs).
- To invoice customers accurately and on time.
- To allocate customer receipts quickly and accurately.
- To manage customer account enquiries and communicate progress to a resolution effectively.

Version Date:	April 2026	Signed off by:	Paul McGovern
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About you:

- Strong interpersonal and communication (written and spoken) skills, able to effectively converse with and influence staff across the business at all levels.
- The ability to negotiate remaining firm but diplomatic when managing overdue payments, ensuring a rapport is built with the customer.
- Resilience and calmness under pressure the ability to maintain professionalism and focus.
- You demonstrate a high-level of accuracy in managing accounts, reconciling ledgers and handling invoice disputes.
- Minimum 3 years' experience in a commercial credit control / billing function
- Proficiency in accounting software, spreadsheets, and numeracy for financial reporting.
- Experience in using Sun System, Contract Service Billing (CSB) and Collect would be advantageous.
- Experience in using the Care and Support Contract Management System CDP would be ideal but not a requirement.
- Highly accountable and dependable, holding yourself responsible for outcomes and acting with integrity.
- Good active listening skills
- Enthusiastic and willingness to learn new skills and approaching work with a positive energy.
- Proactive and willing to take ownership of tasks, finding solutions independently.