

Collections Administrator – Band A

Reports To: Team Manager in Credit Control

Purpose: To effectively and efficiently in line with defined standards, handle and deliver administrative processes within Credit Collections. Ensuring service level agreements and quality / performance standards are met and output meets the requirements of the business.

Key Result Areas	Key Performance Indicators	Skills & Experience	Competencies & Behaviours
<ul style="list-style-type: none"> • Effectively process data and admin for teams in Operations using systems, processes and methods defined for that team, ensuring all work is completed in an accurate and timely manner to set standards • Accurately process information from customers, internal teams and other sources ensuring policy and quality measures are applied. • Deliver workloads assigned to agreed performance and service standards ensuring a professional and high quality of customer service • Effectively manage own workloads to ensure all activities are managed to conclusion and all outstanding information is identified and completed within agreed service levels • Ensure accurate data and processing is delivered both into systems, records or to any internal or external customer • Identify and escalate potential issues and concerns to the Team Manager • Identify improvements to performance and team processes through Continuous Improvement and working with process coaches • Ensure all communication, correspondence and phone calls are actioned to defined processes and procedures and operate within agreed service levels • Handle queries to set service levels 	<ul style="list-style-type: none"> • Good working relationships with colleagues across Operations and with internal areas across Group • Works to achieve end to end operational process and service improvements • Delivering to agreed set standards for performance and processes • Ensuring operational service is maintained to agreed standards • Delivering to quality, policy and procedural standards as defined • By working in collaboration with Team Manager and Process Coach, actively work to improve the processes and administration in the team • Handle Admin and processing in team in line with mandated controls ensuring 'right first time' and 'straight through processing' principles are applied whenever possible • The jobholder will work as part of Core Operations Teams and will be required to be flexible and support teams from across this department as required to meet business requirements • Actively contribute to the culture of ownership and accountability • Seeks opportunities to drive personal and team performance improvement • Manage the assigned work volumes to agreed standards 	<ul style="list-style-type: none"> • Knowledge of operations and it's processes • Ability to take ownership and manage own work through to conclusion, escalating issues as appropriate • Flexibility in approach to workloads • Ability to effectively communicate within own team and at Team Manager/Senior Levels • Knowledge of Operational systems, Word and Excel • An understanding of the impact that Operations has on stakeholders and customers across the Group • An ability to understand own role within the end to end process chain and impact of isolated decision making • Ability to build and maintain positive working relationships in order to deliver departmental and Group goals • Professional with strong work ethic striving to achieve high standards in all work and interactions have • Able to identify opportunities for process and performance improvement at a personal, team, unit level 	<ul style="list-style-type: none"> • Positive and Professional outlook and attitude • Supportive and collaborative within a team structure • Good <ul style="list-style-type: none"> • organisational & time management skills • negotiation and influencing skills • Excellent communication and interpersonal skills • Able to prioritise own workload • Flexible approach to managing workload and working arrangements • Willing to work outside normal office hours where necessary • Is customer and community focused • Achievement orientated & delivery focused • Able to work in highly pressurised environments and to tight deadlines • Able to operate in a changing and rapidly developing environment • Supportive of operational values and behaviors • IT literate