

Job Title: Credit Controller

Location: Cardiff / Hybrid working

About Sonovate

Sonovate is lending and technology company with a clear vision: to be The Funding Platform for the Future of Work. Our embedded payment solution empowers the new world of work. By offering flexible payments, it lets recruiters, consultants, and labour marketplaces place contractors and freelancers to unlock their cashflow to capitalise on the opportunities that flexible working provides. This means our customers can draw funds as and when they need them to pay their workers while waiting for end clients to pay them on their own terms.

Role Overview:

Our Credit Controller role is responsible for the full ownership of an end-customer ledger, with a strong focus on customer satisfaction. Responsibilities include timely cash collection, effective dispute resolution, and proactive relationship management. Reporting to the Senior Credit Controller, this role also serves as a key point of escalation and provides valuable support to the wider Credit Control team.

This position plays a crucial part in the credit control function, helping to ensure accurate cash flow, minimisation of overdue debt, risk mitigation, and maintenance of positive customer relationships. Success in this role will be measured through the achievement of dynamic KPIs, as well as feedback from customers and internal stakeholders.

Key Knowledge and skills:

Full Ledger Management

- Manage and be responsible for your own full ledger
- Understand and consistently achieve dynamic KPIs, while supporting your team in doing the same
- Undertake account reconciliations to ensure accuracy across your ledger
- Organise, prioritise, and take ownership of your own workload
- Fully manage (and if necessary, escalate) invoice disputes and orchestrate relevant corrections
- Manage (and escalate as necessary) any bespoke invoice requirements for your customer base

Cash Management & Allocation:

- Allocate cash daily, within agreed timescales and in line with dynamic KPIs
- Promptly escalate any issues with allocation to your Team Leader to ensure quick resolution
- Proactively monitor insured limits with the customer base, and highlight any concerns to the business
- Stay fully up to date with business cash processes, and always keep the impact to the customer in mind
- Communicate well with the Accounts Receivable Team to ensure that allocations and cash processes are efficient and aligned through the team.

Customer Centric Relationship Management

- Understand the customer base within your Business Unit and use that knowledge to give the best possible service to their end clients.
- Develop strong commercial relationships with the customer base and internal stakeholders within your Business Unit & Shared Services
- Understand and work within the agreed SLAs of your Business Unit as a whole, and Shared Services.
- Communicate openly and clearly to all customers & internal stakeholders.
- Manage Customer complaints, escalating within your Business Unit & Shared Services as necessary.
- Manage customer queries (Emails, CRM tickets etc.) efficiently, effectively, & within agreed SLAs

What will you get in return?

- 28 days holiday + bank holidays
- Private medical insurance with Bupa
- Employee Assistance Programme
- Techscheme with Apple and Currys PC World
- Cyclescheme
- Working with latest technologies and leading SaaS providers
- Eye care vouchers with Specsavers
- 50% discounted gym membership
- 50% off mobile apps (Calm, Duolingo, Audible, Les Mills)

- 2 days charity leave per year
- You'll work for a company that is passionate about personal development and a strong community focussed culture

Sound interesting?

If your answer is 'yes' then click apply to find out more!

If you require any reasonable adjustments to support you during the interview process, please let our Talent Acquisition Partner (Alex Morrell) know and we'd be happy to help!

We know that diverse teams are strong teams. We promote a diverse, inclusive and empowering culture and are committed to recruiting, retaining and developing all our employees

Please note: All successful applicants who are offered a role at Sonovate will be required to pass background screening checks before starting with us. These checks will include National ID Checks, Right to Work, Employment References, Adverse Financial History, Criminal Record, Global Sanctions, Bankruptcy checks. Our Talent Acquisition team will be able to run you through these in detail at the early stage of your application