



**Humphries Kirk Solicitors
Support Staff Job Specification**

We are seeking a skilled **Credit Controller** to join our Finance Department. The role could be based from either the **Parkstone or Swanage** office. Full time preferred but part time hours will be considered (minimum of 28 hours over 4 or 5 days).

Candidate Profile: This role will ideally suit an individual who possesses a minimum of two year’s recent credit control experience, ideally gained within a Legal/ Professional Services or similar environment. You must be highly numerate and not easily fazed by meeting deadlines and will be comfortable taking ownership (in conjunction with fee earners) of the entire aged debt function. You must be a natural communicator, persuasive and resilient in character, yet have sufficient empathy to be able to level with the client. You must be IT proficient, with sound knowledge of Microsoft Office, including Outlook, Word and Excel. The main duties are set out in the job description.

At Humphries Kirk, we believe that a conducive working environment is vital to the wellbeing of everyone we come into contact with on a day to day basis. Therefore, when sourcing new colleagues, as well as looking for the appropriate competencies in relation to the role, we also look for individuals aligned to our Values which are: Accountability, Continuous Improvement, Excellence, Honesty & Integrity, Mutual Respect and Teamwork.

Knowledge, Skills and Experience Required:

Essential	Highly Desirable
A minimum of 2 year’s credit control experience gained within a fast-paced environment	Recognised qualification (i.e CICM or similar) at level 3 or above
A highly adept communicator who is naturally persuasive and diplomatic yet resilient	Legal/Professional services background
Strong numeracy, analytical and negotiation skills	
Competence to deal effectively with clients, staff and Partners and to take ownership of the role	
Appropriate computer and keyboard skills including Microsoft Office	
Excellent written and spoken English	
Ability to juggle conflicting priorities and work to deadlines	
Professionally presented both visually and verbally	
Attention to detail and a high level of accuracy	
Effective organisational & communication skills	
Adaptability & Flexibility	
Quick to adapt to changing priorities	
Conscientious and capable	
Good timekeeping and reliability	
A high regard for confidentiality and diplomacy	
Driver with own car and clean driving license	

Annual salary: Circa £25k (dependent upon skill/ experience level) Pro rata for part time
 Hours: Monday to Friday 9-5.00pm with a 1 hour lunch break (35 hours per week) or a minimum of 28 hours over 4 or 5 days if part time
 Holidays: 25 days plus bank holidays (pro rata for part time) and ½ day for birthday.
 Other benefits: Subject to eligibility - contributory pension scheme, Life Assurance, Health cash Plan, discretionary bonuses.