

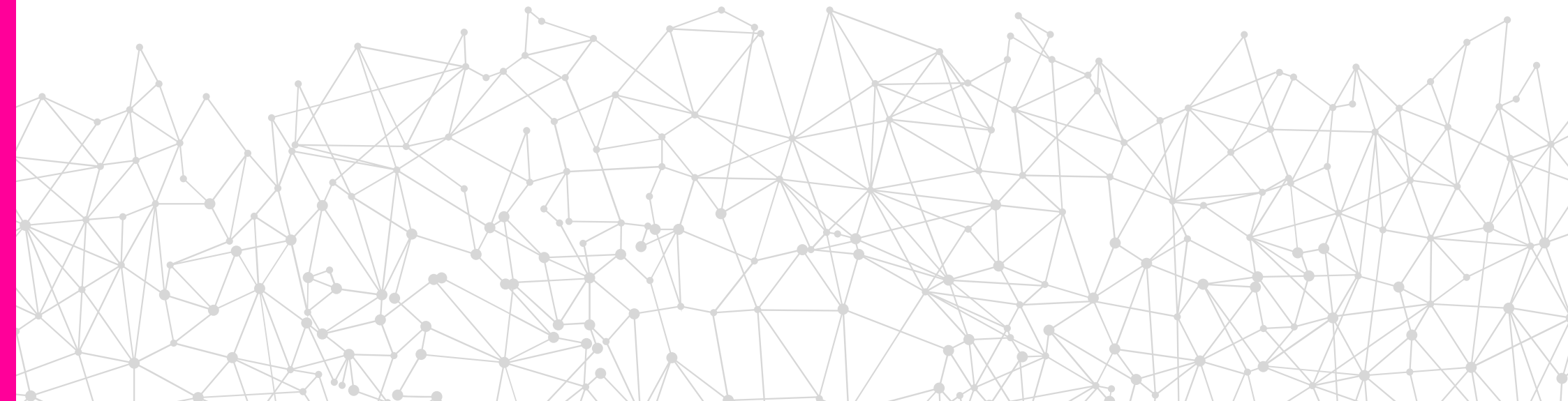


# Credit & Collections Consultant

Location: UK

Role Type: Permanent - Full Time

Job Location: London / Hybrid (minimum of 2 days a week in the office)



## About Sagacity

Data makes the world go round. Every day, we generate it, use it, consume it, and demand it. At Sagacity, we are all about the intelligent use of data. We work with some of the country's leading brands to support them in making wise decisions powered by data. We help them transform their customer data into a structure they can use, enabling them to improve it, make sense of it, and drive value from it.

Founded in 2005, we are a customer-centric business with a World Class +82 Net Promoter Score. We believe data should be at the heart of every company. While we are sector agnostic, primarily our clients are in the water, energy, telecoms, financial services, charity, and retail sectors. We help them improve their customer prospecting and marketing, customer management, billing, collections, and retention over the lifetime of the customer.

We have delivered consistent success and ROI for our clients through new customer acquisition, customer management, onboarding, and ongoing development, to ensure every consumer is treated like an individual.

Data can reveal the full picture and we join the dots.

# Responsibilities

Principle responsibilities will involve:

- Working as part of a programme team to provide subject matter expertise to support internal and client projects based on demand. You will be a flexible, self-motivated individual with experience of working on a number of concurrent projects.
- Responsible for the provision of subject matter expertise to:
  - Provide specialist credit risk management and strategy guidance
  - Provide specialist collections strategy guidance, design, development and management
  - Provide specialist guidance on credit risk and collections policy definition, governance and compliance
  - Provide specialist support and input into the design and development of customer behavioural analysis and segmentation for ongoing customer management strategies
  - Provide specialist support for accelerated cash collections through debt taskforce activity, campaign management and third-party placement
  - Provide specialist support for collections and credit risk training, call scripting and speed to competency support
- Co-ordination of internal/external meetings and workshops including chairing project meetings
- Preparation of material and reporting in accordance with agreed programme governance
- Maintaining/updating/ collating weekly project status reports and actions, issues and risk logs and contacting project team members appropriately
- Ongoing monitoring and management of the Programme Plan (once established)
- Attending meetings/ workshops producing minutes and chasing up actions when required
- Supporting the Programme Manager in day-to-day activities required to successfully deliver the project

- Responsible for documenting and mapping 'as is' operational processes including interviewing operatives, managers, conducting workshops and gaining process approvals
- Responsible for documenting and mapping 'to be' operational processes including interviewing operatives, managers, conducting workshops and gaining approvals for new enduring processes
- Where necessary, responsible for ensuring that business requirements are fully developed and documented
- Where necessary, ensure that business requirements are analysed fully, with appropriate engagement from the business teams including the review of current processes and data sources
- Provide assistance and support for the definition of the operational processes and procedures

# Knowledge and Experience

## Essential:

- Collections and/or Credit Risk experience
- Fully literate in the Microsoft Software suite including Outlook, Excel, and Word
- Some knowledge on delivery approaches such as Waterfall / Agile
- Experience of risk identification and mitigation planning
- Competent in time management and organisation skills
- Stakeholder management
- Strong documentation skills
- Attention to detail
- Ability to self-manage and balance a range of priorities

## Desirable:

- Experience in being part of technical and/or analytical projects
- Business analysis skills
- Coaching / training
- Telecoms / Utilities background

## Personal Profile:

- An exceptional focus on delivery
- Ability to learn and adapt quickly
- Exceptional communication skills (written and verbal)
- Ability to grasp new concepts
- Team working
- Flexibility
- Curiosity to understand the detailed projects and concepts, with the ability to apply quality standards and controls

## People at Sagacity

Success in any business is ultimately about its people; their skills, personality, attitude, qualities, dedication and enthusiasm. We recognise the value of our people and their commitment to working together as a team, but equally between ourselves and our clients.

Our consultants are often personally recommended and undergo rigorous screening to ensure they share the qualities that are integral to our business. They naturally have an outstanding level of skill in their areas of expertise, many with significant operational experience within our key industry sectors.

At Sagacity, we:

- believe working with our clients, in collaboration, delivers better results
- coach & mentor our clients' teams so our solutions live on after our assignment ends
- believe in delivering benefits as we go along

If you would like to join a unique working environment, with a sociable culture, where work is done a little bit differently – and we believe 'better' - then we look forward to hearing from you!