

Job Description – Part-time Credit Controller

Hours per week: 10

Salary: £13.80p/h

Reporting to: Finance

Accountable to: Hon. Treasurer and Finance

Purpose of the role

To assist with current Credit Control project.

Responsibilities

You will be responsible for making proactive contact with members by phone and email to obtain payment for any arrears. You will also be responsible for moving members off historic rates and onto a more appropriate rate for their current circumstances.

Duties

A typical day will be working through our membership list and assessing if each individual family is on the correct rate. If they are not, then they will need to be contacted to make them aware and to move them on to the correct rate. You will also be checking for any arrears and if so, making them aware and arranging payment - whether this is on a payment plan or lump sum payment. Good organisation skills are necessary as you will have to keep track of whether these payments have been made. The ability to working independently is necessary due to the nature of the work and the confidentiality involved.

Generic responsibilities

All staff members of Oaks Lane Reform Synagogue have a duty to conform to the following:

Equality, diversity and inclusion

A good attitude and positive action towards ED&I creates an environment where all individuals are able to achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do, and it is required by law.

Members and their families have the right to be treated fairly and be routinely involved in all relevant decisions. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Members have a responsibility to treat other members and our staff with dignity and respect.

Staff members have the right to be treated fairly in recruitment and career progression. Staff members can expect to work in an environment where diversity is valued and equality of opportunity is promoted. Staff members will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to ensure that our members and their families will be treated with dignity and respect.

Safety, health, environment and fire (SHEF)

Oaks Lane Reform Synagogue is committed to supporting and promoting opportunities for staff members to maintain their health, well-being and safety. Staff members have a duty to take reasonable care of health and safety at work for themselves and others and to co-operate with their employer to ensure compliance with health and safety requirements. All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation.

Confidentiality

Oaks Lane Reform Synagogue is committed to maintaining an outstanding confidential service. Members entrust and permit us to collect and retain sensitive information relating to their personal and family circumstances and any other matters pertaining to their situation. They do so in confidence and have a right to expect all staff members will respect their privacy and maintain confidentiality at all times. It is essential that if the legal requirements are to be met and the trust of our members is to be retained that all staff members protect member information and provide a confidential service.

Quality and continuous improvement

To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but how they achieve it. By continuously re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this rests with everyone working within Oaks Lane Reform Synagogue to look for opportunities to improve quality and share good practice.

Induction and training

On arrival at Oaks Lane Reform Synagogue all staff members will undergo a period of induction and training as required and as appropriate for their role.

Learning and development

The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competences to perform their role. All staff members will be required to partake and complete mandatory training as directed by the Chair or the Chair's nominated officer, as well as participating in Oaks Lane Reform Synagogue's training programme. Staff members will also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and ultimately, enable them to improve processes and service delivery.

Collaborative working

All staff are to recognise the significance of collaborative working. Teamwork is essential in the synagogue environment. Effective communication is essential and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.

Service delivery

Staff at Oaks Lane Reform Synagogue must adhere to the information contained within synagogue policies, procedures and MRJ and other relevant directives, ensuring protocols are adhered to at all times. Staff will be given detailed information during the induction process regarding policy and procedure.

Security

The security of Oaks Lane Reform Synagogue is the responsibility of all personnel. Staff must ensure they remain vigilant at all times and report any suspicious activity immediately to their line manager or by following our security policy, protocols and procedures. Under no circumstances are staff to share the codes for the door locks to anyone and are to ensure that restricted areas remain effectively secured.

Professional conduct

At Oaks Lane Reform Synagogue, staff members are required to dress appropriately for their role.

Person Specification		
Experience	Essential	Desirable
Credit Control	✓	
Record-keeping	✓	
Excellent written and verbal communications	✓	
Skills	Essential	Desirable
Microsoft Office Suite	✓	
Experience with accounts software such as Xero or Sage		✓
Ability to work with volunteers		✓
Accuracy and attention to detail	✓	
Problem-solving	✓	
Personal Qualities	Essential	Desirable
Organised	✓	
Focused	✓	
Meets deadlines	✓	
Self-Motivated	✓	
Work independently	✓	
Other requirements	Essential	Desirable
Good communicator	✓	
Polite and understanding to people's circumstances	✓	

This document may be amended following consultation with the post holder, to facilitate the development of the role, Oaks Lane Reform Synagogue and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of Oaks Lane Reform Synagogue.