



JOB DESCRIPTION

JOB TITLE: Collections MI Specialist

DATE COMPLETED: 19.10.21

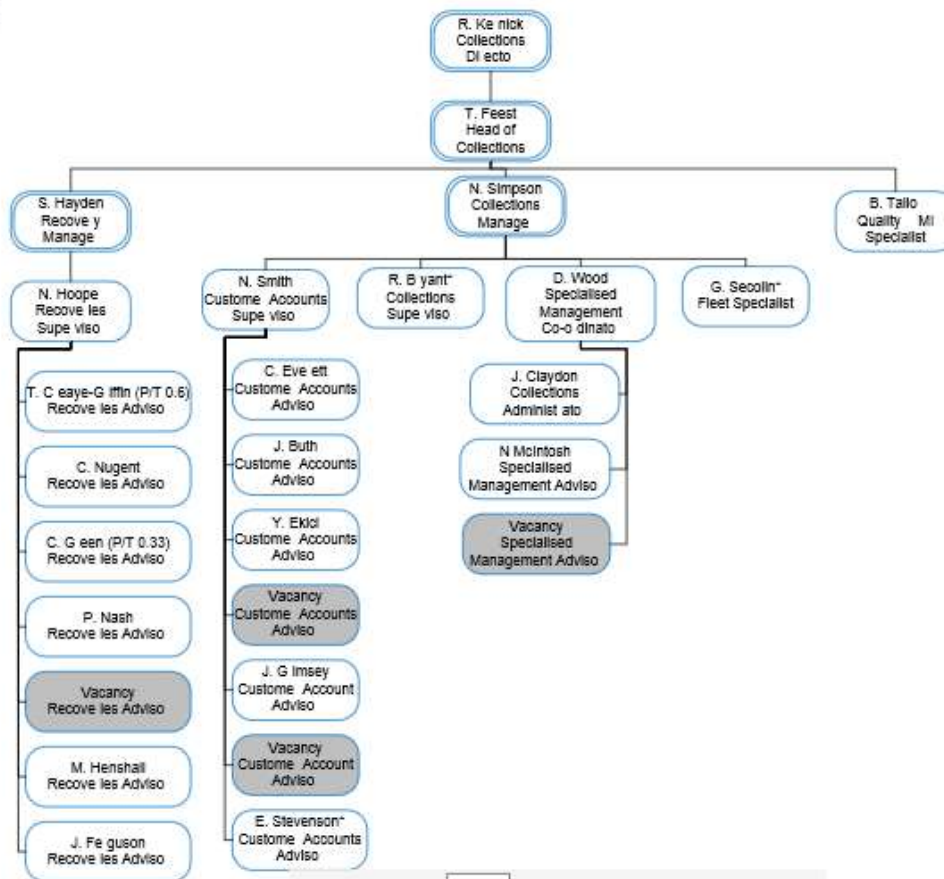
DEPARTMENT : Collections

TITLE OF JOB HOLDER'S MANAGER: Head of Collections

ORGANISATION – (please insert a chart to represent where the position is located in the organisation)



31st Decembe 2020



Staff 23 Actual / 21.93 FTE

Maternity/LTS 0 Actual / 0 FTE

Agency Temps 0 Actual / 0 FTE

Total = 21.93 FTE

PRIMARY PURPOSE OF THE POSITION

- To complete all Collections and Recoveries MI and reporting
- To review and improve the existing MI and reporting for the Collections and Recoveries departments
- To undertake trend analysis and present MI to the Head of Collections/Collections Director and Collections Committee.
- To make strategic process improvement proposals based on the trend analysis undertaken.
- To undertake ad hoc MI and project requirements

MAIN RESPONSIBILITIES – please list 6-8 main responsibilities

(The results that must be achieved and the actions that must be taken in order to achieve them)

- Produce weekly, daily and monthly management information reports to be submitted to internal stakeholders and HQs
- Actively improve existing reports and make recommendations for change
- Collate and produce the monthly Collections Committee pack
- Statistically analyse reports to identify trends and make proposals to the Head of Collections/Collections Director for strategic process improvement
- Provide management reporting on Collections activity to other arrears of the business as required
- Undertake ad hoc MI duties and projects as and when required by the Head of Collections/Collections Director
- Monitor quality and consistency of data held on internal systems through completion of the stock reconciliation process when required
- Take responsibility for the monitoring and completion of the risk mapping 1st level controls for the department

PRINCIPAL CONTACTS / WORKING RELATIONSHIPS *(outside of the department, either within the Company or externally)*

What is the nature of the relationships? Who are they with? Why are they important? How frequently do they work with them? Does the job holder inform, advise or influence? What effect does the relationship have on operational results?

- Collections and Recoveries Managers
- Head of Collections & Collections Director
- Early Collections Managers

OPERATIONAL CONTEXT

1. Working environment. The employee works within the Collections Department. It is their responsibility to MI requirements are completed. Many situations require the employee to use their initiative to meet the requirements of the role. They are empowered to think for themselves and adapt to each individual circumstance.

2. Decision making scope *(the type of decision that only the jobholder can make)*: The employee is able to make decisions within their remit and is encouraged to manage their own time to ensure all tasks completed.

3. Supervision received. All work is quality monitored and the Collections Managers are able to take escalated issues, however the Employee is encouraged to take ownership of their tasks and prioritise to ensure all deadlines met.

C (profile)	IC	F	Pts	Grade:	Evaluated by:	Job Reference:
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PRINCIPAL CHALLENGES/DIFFICULTIES (*routine or non-routine, availability of guidelines, level of ingenuity*)

The employee must prioritise tasks and have excellent time management skills in order to complete MI tasks for all areas in Collections. The various sections have differing reporting deadlines and the employee must ensure all tasks are managed.

STATISTICAL DETAILS

1. Number of direct reports (*state extent of supervisory responsibility*) – 0
2. Economic data (*level of budgetary or expenditure control*) - None
3. Any other quantitative data: - N/A

EDUCATION AND EXPERIENCE

1. Foreign language skills: None
2. Professional qualifications, vocational training, education level:
 - Good systems aptitude and previous project management an advantage. A good working knowledge of Business Objects, SAS and Excel.
 - Computer literacy – proficient in Word, expert in Excel
 - Knowledge of PSA Finance products an advantage
3. Previous experience required (*please state if essential or desirable*)
 - Previous experience in the collections/recovery arena an advantage.
 - Previous experience of working within a MI specialist role required

PERSONAL CHARACTERISTICS REQUIRED (*for example analytical, influential, creative thinker*)

- Applicants need expert numeracy and analytical skills
- By flexible and have strong interpersonal skills.
- Needs to retain diplomacy and assertiveness with a strong conviction
- Good time management and prioritisation skills

To be confident and able to react quickly and efficiently to the varying demands of the role and to find affective solution/ resolution to queries and disputes

C (profile)	IC	F	Pts	Grade:	Evaluated by:	Job Reference:
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CAREER PATH

This position would constitute a promotion for people who have held the following positions:

NA as specialist

On leaving this position, a job that would be considered a promotion is:

Risk Analyst
Finance Analyst

WRITTEN BY: Tom Feest

VALIDATED BY:

Head of Collections

Human Resources Department

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