

Credit Controller
Capability Green, Luton

About Hallgarten & Novum Wines

Hallgarten is one of the UK's leading wine specialists, working with many of the UK's top On and Off Trade businesses. Our award-winning portfolio has circa 1,500 wines from every corner of the wine-making world and is at the core of our success. We are proud to have been awarded the prestigious IWC 'On Trade Wine Supplier of the Year 2023', IWSC 'Wine Distributor of the Year 2023', and most recently the Sommelier Wine Awards 'Large Merchant of the Year 2024'. We are also Sliver accredited Investors in People and proudly part of Coterie Holdings.

Key Responsibilities:

- Credit checking customers and providing cover where needed to open new accounts
- Sending welcome information and account details to new customers
- Reconciliation of customer accounts
- Customer database maintenance
- Monitor and adjust credit limits for existing customers to ensure we are providing appropriate levels of credit
- To liaise with customers concerning delinquent balances and follow up where necessary
- Follow company policies regarding the issue of credit and collection of debt
- Ensure any potential bad debts are flagged to the CC Manager as soon as they become apparent
- Assist to ensure bad debts are minimised by the intervention of the sales / legal teams to recover any product
- Liaise with the internal departments where necessary regarding customer queries and raise credits accordingly
- Aged debt reports sent 3 times a weekly to sales teams
- Adhere to direct debit originator scheme rules and provide cover sending files electronically
- Provide cover for the CC Manager when required
- Ad hoc tasks relating to credit control where required

Requirements:

- 2 years' experience in similar role
- Sales ledger experience is desirable
- Maths GCSE Grade 4 or C or above
- Maths A levels and or AAT are desirable, but the successful candidate must be numerate
- Excellent communication skills both written and verbal
- Good telephone manner
- Able to negotiate and confident holding difficult conversations
- Competent using MS office especially excel
- NAVison experience is desirable but not essential

Benefits:

- Competitive Salary
- Bonus Structure and Company Profit Share Scheme
- Pension scheme
- 25 Days Annual Leave per annum with the ability to purchase up to 5 days
- Comprehensive training and support
- WSET (Wine) Training

Additional Information

This role is based in our Head Office in Capability Green, Luton working in a hybrid way after probation.

Our 5 values are Partnership, Positivity, Passion, Pride and Progression; you will find a collaborative, supportive friendly team at Hallgarten Wines which gives you the platform to succeed and grow.

We are an equal opportunity employer and are committed to equality of opportunity for our current and future employees irrespective of their gender, age, race, disability, marital status, religion or belief, or sexual orientation. We believe that the wide range of perspectives that result from diversity promotes innovation and business success. If you need reasonable adjustments at any point in the recruitment process, please let us know and in your application, please feel free to note which pronouns you use.

Closing date for applications is **Friday 22nd November**, but we reserve the right to close earlier should we find the successful candidate. Please send an up-to-date CV to hr@hwnwines.co.uk