
Credit Controller

Department: Finance

The firm

Bristows is a market leading law firm with a global client base across our core sectors of life sciences and technology. The firm has maintained its high standing in the market with the exceptional quality of our lawyers and the strength and depth of our scientific and legal expertise. We have an all equity partnership that has remained stable over many years.

The role

This role will be responsible for the day to day credit control processes ensuring timely payments of bills are received and outstanding bills are chased efficiently. The Credit Controller work closely with key stakeholders, including partners and clients, to ensure the finance team deliver on their strategy whilst incorporating Bristows values and working style. The role reports to the Revenue and Credit Control Manager and will work with the wider finance team, leveraging their knowledge to ensure seamless support to the firm.

Key responsibilities

- Contact individual and corporate debtors daily when payment is overdue via all communication methods, both written and verbal
- Develop and maintain excellent working relationships with clients, both internal and external, to enable the collection of outstanding debts whilst reducing lockup
- Responsibility for firmwide outstanding accounts ensuring that collection targets are not just hit, but exceeded
- Regular meetings with Partners to ensure outstanding debts are minimised
- Ensure that the bad debt provision is within firm requirements
- Use industry specific software to update debtor records as required
- Generate monthly statements for a portfolio of clients
- Reconciling of accounts to ensure accuracy of client records
- Review of e-bill platforms to ensure accuracy of collections
- Additional credit control projects as specified by the Revenue and Credit Control Manager

Skills & experience

- Previous experience of credit control within legal accounts
- Experience of updating and maintaining debtor records
- Ability to work to tight deadlines – accurately
- Excellent telephone manner and written communication

- Able to demonstrate experience in liaising pro-actively with third parties
- Previous experience of legal accounts software packages, Aderant and ARCs would be advantageous
- Experienced user of Microsoft Outlook, Word and Excel
- Excellent customer service and interpersonal skills with the ability to communicate effectively via all forms of communication
- Strong organisational skills with the ability to manage own workload and prioritise tasks
- Excellent attention to detail
- Determined and results driven

Our values & culture

With around 300 staff and partners in total and one UK location, we are able to maintain a friendly atmosphere where everyone is able to get to know each other and many policies and practices can operate on a trust basis.

We value face to face collaboration and the social element of working relationships. Our remote Working Policy enables staff to work in an agile way. We don't monitor attendance, but simply ask that everyone spends on average across the year more time in the office than out of it - typically three days a week for a full time employee. We provide a comprehensive home working set up including laptop, additional monitors, mouse, keyboard, headphone, chair etc as required.

Our firm values, which we very much "live", are Ambition, Bravery, Curiosity and Friendliness. These underpin all that we do across both our client work and our internal strategic decision making. We are signatories to the Mindful Business Charter and take our commitment to staff welfare and work life balance very seriously. None of our lawyers have billing targets which means we can focus on doing the best for our clients while also having the time and capacity to assist each other in a genuinely collaborative working culture. No one is competing for hours and everyone knows they can enjoy downtime when it arrives.

Our Wellbeing Programme is championed at partner level and is structured around the pillars of Physical, Mental, Financial and Community wellbeing with an annual programme of events, educational activities and support.

Training & career progression

We aim to have a coaching culture with regular informal feedback to supplement the formal appraisal process. Mentoring schemes are available for fee earners while members of the HR team are able to provide personal coaching and guidance in non-legal and personal management skills.

Numerous opportunities exist for legal and non-legal training opportunities both within the firm and also externally and our Learning & Development team are on hand to advise on any additional needs or interests. Personal and professional development is much valued at all levels so we have a generous budget which enables us to meet most ad hoc requests for additional training..

Reward & benefits

Our salary and bonus structure reflects our absence of billing targets and collaborative culture and any bonus is paid as a simple percentage bonus across the whole firm. We have a flexible benefits package that is kept under regular review and is designed with the wellbeing of our staff and their families at its heart.

Diversity & inclusion

At Bristows we are committed to championing equality, diversity and inclusion for all, and we are a proud signatory of the Law Society's Diversity and Inclusion Charter. As a firm, and as individuals, we do all we can to treat people fairly and with mutual respect. This commitment enriches our work and our working lives and has played a key part in our success over the years. It is our policy to provide equal opportunities for all employees and job applicants in relation to recruitment, selection, pay, training, working conditions and promotion opportunities regardless of age, disability, gender, gender affirmation, marital or civil partnership status, pregnancy, race, religion or belief and sexual orientation.

For more information about D&I policies and practices at the firm, please [see here](#).

For more information on our firm values, [see here](#).