



**Could you be our
Credit Controller?**



Together

With and without learning disability



L'ARCHE
In the UK

WELCOME

Do you want to work in a committed, flexible and caring team, at the heart of an inspiring national charity?

Are you motivated by our vision of people with and without learning disabilities sharing life, friendship, homes and spirituality?

Could your professional and people skills help people live fuller lives, and build a more human society?

L'Arche has 11 Community clusters around the UK. We stand for inclusion and full lives for people with learning disabilities. We combine brilliant care with rich community. We aim to show what life with learning disability can be, what life-giving social care can be, and what community, meaning and togetherness can be in our society.

You will find L'Arche a rewarding place - to work, to make society kinder, and to find fun and friendship in the process. If you are anything like me, you may also find yourself changed too, by the L'Arche way of seeing and being in the world.

If you like the sound of that, please get in touch and explore this with us.



Laura Harper
National Leader/CEO, L'Arche in the UK

Who We Are

Do you believe in a world where we all belong?

INTRODUCTION

L'Arche is a worldwide federation of people with and without learning disabilities, working together for a world where all belong. We believe in the transforming impact of genuinely mutual relationships between people with and without disabilities.

In the UK, L'Arche is a registered charity with 11 Communities across England, Scotland and Wales. We celebrate people with learning disabilities, and build communities with them rather than for them. We go beyond supporting people's basic needs. We attend to their emotional and inner lives, by building spaces of vibrant friendship, opportunity, spirituality and community life.



OUR DIVERSITY PLEDGE

We will welcome and support applications from people of all backgrounds. We encourage candidates who are disabled, who identify as LGBTQ+, or who are from a minority ethnic background, since these perspectives are currently under-represented.

Our application process is designed to reduce the impact of unconscious biases, and to support people from backgrounds that haven't always been well-represented to contribute to L'Arche.

If there are a few areas in the job description where you feel less experienced, don't let that put you off. We are happy to support people to learn, and to make adjustments to make this job the right fit for the right person.

L'Arche is committed to inclusive working practices, so during the application process we commit to:

- Pay for childcare while you are at any inperson interviews.
- Pay your travel costs to and from interviews.
- Make any reasonable adjustments for the interview process.

If you would like to talk anything through before applying, please contact:

Stella Muziya
Stella.muziya@larche.org.uk

WANT TO GET TO KNOW US BETTER?

[Our unique approach](http://www.larche.org.uk/Listing/Category/our-unique-approach)

www.larche.org.uk/Listing/Category/our-unique-approach



[Why work for L'Arche?](http://www.larche.org.uk/why-work-for-larche)

www.larche.org.uk/why-work-for-larche



Role Description

Job title:	Credit Controller
Hours:	37.5 hours per week
Salary:	£34,233.60 (including London Weighting)
Location:	Hybrid with 3 days in our London (Waterloo) office
Reports to:	Credit Control & Contracts Manager
Contract type:	Permanent

ABOUT THIS ROLE

The Credit Controller is responsible for managing the collection of debts across multiple communities, ensuring all outstanding amounts are recovered efficiently and in line with organisational policies.

You will work closely with local authorities, community staff, financial appointees and the finance department to maintain accurate financial records, improve collection rates, and support cash flow management.

This role requires strong credit control and bookkeeping expertise, excellent communication skills, and the ability to manage multiple complex accounts.



Key Responsibilities

Key responsibilities:

- Recover outstanding debts in line with L'Arche policies and procedures, maintaining and continually improving collection rates.
- Investigate complex sales ledger accounts across multiple sites and identify queries to resolution.
- Request payment through effective and professional communication with residents, relatives, financial appointees, third parties, and local authorities.
- Review outstanding debts within set timeframes and follow up as required.
- Monitor and respond to customer queries and effectively manage credit control inbox.
- Communicate appropriately with Community Leads, relatives, and third parties to agree on debt repayment arrangements and diarise all communications.
- Manage the process of monthly internal credit control meetings, producing Aged Debtor reports, agendas, and updated notes log for each community in collaboration with the Finance Lead.
- Provide ad hoc reporting and analysis for National Finance.
- Prioritise debts, and identify those requiring escalation.
- Resolve invoice disputes, collaborate with Finance Leads and Bookkeepers and signposting Credit Control Manager where necessary.
- Maintain meticulous records of all communications, payments, and actions taken.
- Use diary systems to manage and progress debt collection from start to finish.
- Assist and support process improvement initiatives, including system upgrades and workflow optimisations.
- Multi-task effectively across multiple communities and responsibilities, balancing sensitivity to residents' circumstances with organisational requirements.
- Undertake other relevant duties as required.

Person Specification

ESSENTIAL CRITERIA

- Experience working within Credit Control in the Charity or Private sector.
- Minimum 5 years' proven experience in credit control, bookkeeping, or finance roles.
- Relevant qualifications – Part qualified, CIMA, ACCA, AAT or qualified by experience.
- High level of competence in MS Office, particularly Excel, including VLOOKUP, SUMIF, and Pivot Tables.
- Working knowledge of MS Dynamics 365 (Business Central) or similar accounting software.
- Demonstrable experience working on complicated sales ledger accounts.
- Excellent negotiating skills, with strong spoken and written communication.
- High attention to detail and meticulous record-keeping.
- Determined, proactive individual with excellent analytical, problem-solving skills and an investigative mindset.
- Ability to multi-task, prioritise, and manage competing responsibilities effectively.
- Ability to work on own initiative.
- Experience and confidence in communicating with multiple stakeholders, including third parties, local authorities, community staff, and finance teams.
- Ability to assess overdue debt quickly, act accordingly and resolve disputes effectively.
- Support Credit Control Manager in cash flow management.

DESIRABLE CRITERIA

- This criteria would be used to justify selection between candidates that fulfil all of the Essential criteria.
- Experience working within Credit Control in social care including knowledge of local authority portals.
- Knowledge of local authority portals and processes.
- Demonstrable experience of managing debts for multiple sites.
- Experience contributing to process improvement or system upgrades.

TERMS AND CONDITIONS

- Appointment subject to references, work history verification, Right to Work check, enhanced DBS check.



Our Vision and Values

L'Arche has a **Charter** and an **Identity and Mission Statement**, saying what we are across 37 countries worldwide. In the UK, we wanted to say something more specific too about what we want for L'Arche here and now .

The final wording below was co-produced by a group of L'Arche leaders based on listening to feedback and suggestions they received from people with and without disabilities across L'Arche.

OUR VISION

- L'Arche is here to show that everyone belongs.
- We create Communities where people with and without learning disabilities live, share and grow together.
- We build relationships with people in our neighbourhoods.
- We work towards a world where people with learning disabilities are included and valued.

OUR VALUES

With and without learning disabilities, we try to:

- be welcoming and kind
- be committed to each other
- bring out the best in each other
- celebrate being different and diverse
- encourage one another's spirituality.

To find out more about the co-production process, view our "**Easy Watch**" version, and read our **Charter and Identity and Mission statements**, use the links below.

Charter

bit.ly/larche_charter_EN



Mission and Identity

bit.ly/mission_and_identity



Easy Watch

bit.ly/vision_and_values



Our Benefits

As well as joining a friendly Community, where you will be well supervised and supported, and benefit from L'Arche's mentorship programme, these are some other benefits you get by working for us:

- Joining shared meals since cooking and having a meal together is what we are all about
- Achieve professional qualifications while benefiting from exceptional training and development opportunities
- Enhanced Maternity, Adoption/Surrogacy, Paternity Pay (depending on length of service, details available on request)
- Enhanced sick pay
- Interest free loans and salary advances available
- Free eye tests and a contribution towards the cost of glasses if you need them for work
- Free DBS / PVG checks
- Free SSSC registration
- Access to purchase a Blue Light Card
- Professional membership fees paid if they are directly relevant to your role
- Free Employee Assistance Programme available to everyone
- Up to 5 days paid compassionate leave
- Up to 6 days paid (pro rata) for time off for emergency dependents leave
- Carer and Childminder costs available in some circumstances to facilitate attendance at residential meetings
- Paid mileage costs at HMRC rate
- Working from Home Allowance for those in office-based roles but for whom no office is provided
- Specialist bereavement counselling for employees and their family members
- Life Assurance
- Access to the Bike to Work scheme

