



QuestGates Careers and Vacancies

JOB TITLE: Credit Controller – 12-months Fixed Term Contract

DIVISION: Finance

OFFICE: Denton

We are looking to recruit a Credit Controller within our Finance Team, based in our Denton office. This will be on a fixed term contract for 12 months as maternity leave cover.

The role involves providing first class customer service to our clients and colleagues; handling invoicing queries to conclusion and ensuring client specific service level criteria is met.

To be successful in the role you will need to demonstrate a commitment to innovation and a determination to provide a market leading service on behalf of QuestGates.

Key Skills:

- Strong expertise in credit control procedures, and relevant financial principles
- Excellent communication skills, both oral and written
- Good degree of IT competency and literacy
- Demonstrate personal and professional integrity and lead by example
- Ability to work and contribute positively as part of a team and in isolation
- Ability to work accurately under pressure, adhering to deadlines and service standards
- Ability and willingness to adapt and diversify from a day-to-day roll, taking on different task, as required by the business

The role involves:

- To demonstrate a high level of technical quality and service delivery
- To provide exceptional customer service at all times
- To participate positively and constructively as a team member, sharing knowledge and providing feedback and suggestions
- To use your technical knowledge and experience to chase all overdue debts in a polite and professional manner
- To deal with all customer queries in a timely manner, seeing the query through to its conclusion



- To produce monthly statements / reports to clients where required
- To participate in any other ad-hoc projects when required
- To maintain complete and accurate sales ledger records
- To promote and support the TCF principles
- To ensure adherence to contractual/Client SLA's and KPI's

The Package:

- Competitive salary
- Enhanced contributory pension
- Performance related bonus
- Flexible benefits
- Enhanced family leave
- Electric car scheme
- Voluntary benefits schemes
- Birthday holiday
- Share purchase scheme with interest free loans

Hours of work:

Standard working week is 35 hours, Monday to Friday with flexibility to work from home /office.

Closing Date for Applications:

Close of business on Friday 23rd May 2025.

Contact details:

If you would like further information about this vacancy or wish to apply, please contact Siobhan Bullock on 07885 456254 or email recruitment@questgates.co.uk by the closing date.