



Bank of St. Helena Ltd.

www.sainthelenabank.com

JOB PROFILE

Post:	Credit Control Officer
Division:	Lending
Grade:	
Hours of Work:	Average of 35hr per week. It is expected that hours of work will be determined by the nature and requirement of the Bank and could include some weekend/after hours work.
Location:	Bank of St Helena Office premises or other sub-offices/branches as these are developed.
Job Purpose:	To be responsible for debt recovery for Bank of St Helena by monitoring loan repayments and other unauthorised overdrafts to effectively carry out the debt recovery processes; including identifying, contacting and negotiating payment plans with non-paying clients. To develop and monitor the credit control system in collaboration with the Lending team. To ensure that the debt recovery processes are followed and maintained at a high standard and are in line with the Bank's policies and procedures, ensuring the section is compliant at all times.
Job Outline	Identify, track, manage, and investigate delinquent customer accounts. To build strong & lasting relationships with the customer base, including educating and supporting clients to manage their payment options, always finding appropriate resolutions to their payment queries or issues and negotiate payments and payment plans with clients.
Reports to:	Lending Services Manager
Supervision:	None
Responsibilities:	<ul style="list-style-type: none">• Manage and mitigate all default exposures at client, product and portfolio level to ensure that these exposures are monitored and all measures are taken to recover them; communicating the level of default exposure, recovery action taken, potential outcomes and the impact of those outcomes to senior management.

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Established and regulated in St Helena under the Financial Services Ordinance, 2008 and 2017, the Financial Services Regulations, 2017, the Company Ordinance, 2004 and the Company Regulations, 2004

- Build strong and lasting relationships with the customer base, including educating and supporting customers to improve the management of their bank accounts and payment options and find appropriate resolutions to their circumstances.
- Work closely with the Credit Risk Officer to reduce the levels of outstanding debt and to prevent new debts arising.
- Monitor and manage personal and business overdraft limits linked to account packages for all banking customers and negotiate payments plans to recover unauthorised overdrafts and prevent accounts going into further arrears.
- Identify, locate and notify Lending clients who have fallen into arrears; negotiate payment plans to recover arrears and prevent accounts going into further arrears.
- Follow the Bank's debt recovery process, to include writing reminders letters to clients who are defaulting, escalating the recovery through each stage of recovery, culminating in recovery via the St Helena Court system if necessary.
- Keep detailed notes and records of all communications and actions made with clients that are contacted or when a client contacts the Bank regarding their financial circumstances around their loan.
- Ensure that all clients who have received reminder letters are charged accordingly and accurately and maintain accurate records of all fees charged in relation to the debt recovery letters.
- Prepare the necessary legal documentation to facilitate debt recovery of non-performing loans via the St Helena Court system.
- Represent the Bank in Court for the recovery of non-performing loans that are of a low value and/or unsecured.
- Work with the Bank's Legal Representative to initiate legal proceedings for the repossession of collateral on the non-performing loans that are of a high value and/or secured.
- Liaise with the Lending team in order to resolve any outstanding issues which are a barrier to the debt being repaid.
- Provide monthly updates to the Lending Services Manager on successful collections, payment issues and any potential bad and doubtful debts.
- Compile and complete monthly reports in relation to watch-listed and non-performing loans and other default exposures for distribution to Management.
- Identify exposures that require specific provisions; compile and complete the report on a quarterly basis.
- Ensure that the Credit Control Procedures are kept accurate, up to date and in line with the approved Credit Policy and Audit recommendations to ensure effective credit control management.
- Continuously improving debt collection processes and procedures to maximize efficiency and effectiveness.
- Assist with the review and implementation of any changes to Lending Policies, Procedures, Terms and Conditions and Legal documentation requirements in relation to credit control.

- Any other duties as directed by the Lending Services Manager. This could also include working within other Sections of the Bank as services needs arise.

Person Specification: *(skills, attitudes, qualifications and experience)*

Key Competencies

- Must have good written and verbal communication skills and be able to remain calm under pressure.
- Demonstrate excellent customer care and interpersonal skills and be able to deal with people in a professional manner.
- To have strong listening, influencing and negotiating skills.
- Must be self-motivated and have strong organisational and time management skills.
- Ability to identify debt risks and have good business awareness.
- Have good computer proficiency in Microsoft Word and Excel.
- Have the ability to work on own initiative in responding to crisis and working under pressure in a timely manner.
- Have a high standard of accuracy in relation to numeric data and a keen eye for detail.
- Be well presented in a professional manner.
- Understanding of Accounting practices in relation to Banking.
- Have a strong financial and/or account management skills or background.
- Have the ability to understand and analyse financial data and report writing.
- Should be committed to personal/professional development.
- Ability to maintain high levels of confidentiality, and adhere to data protection, guidelines, Policies and Regulations.
- Have the ability to work well with a wide range of people as well as work independently.
- Ability to obtain accurate and truthful information from clients in a diplomatic manner.
- Risk Management and Information Security awareness.

Qualifications & Experience

- GCSE's in Mathematics and English at Grade C or above.
- Recognised qualification in Banking and/or Finance or be willing to work towards one.
- Minimum of 4 years' experience working in Accounts Receivable, Credit Control or similar work experience.
- Ideally having some understanding of legal matters.
- Experience of working in a customer services environment.

Special Conditions

- Be able to work flexible hours to meet the requirements of the Bank, this might mean working outside normal working hours.
- Have the ability to liaise effectively with awkward/irate customers.
- Have an approachable attitude to all customers internally and externally.