

# Credit Controller

Finance Department



## LOCATION

The role will be based full-time in our Wimbledon Headquarters

## ROLE OVERVIEW

As Nineteen continues to grow, we are recruiting an experienced Credit Controller who will be responsible for managing cash collections across multiple events and revenue streams, ensuring outstanding invoices are collected in a timely manner.

This is a proactive role with a strong focus on telephone-based collections, particularly recovering overdue and aged debt relating to our trade show stands and digital products. You will be responsible for managing your own ledger, building relationships with customers, supporting cash collection targets and driving reductions in aged debt.

The role will also involve maintaining accurate debtor records and producing weekly debtor reports. A strong level of Excel is essential.

## KEY RESPONSIBILITIES

### Credit Control & Debt Collection

- Full ownership of accounts receivable and credit control activities across multiple events and revenue streams.
- Proactively collect outstanding invoices via telephone and email, with a particular focus on overdue and aged debt.
- Dispatch statements and dunning letters in line with company procedures
- Take customer payments via online payment portals.

### Customer Relationship Management

- Build strong relationships with customers to ensure timely payment and minimise future debt exposure.

### Reporting & Analysis

- Produce and analyse aged debt reports, identifying risks and recommending appropriate actions.

### Process Improvement & Performance

- Drive improvements in collections performance, reducing Days Sales Outstanding (DSO) and minimising bad debt.

### Cross-Functional Collaboration

- Work closely with Sales, Operations, and Finance teams to resolve invoice queries and remove barriers to payment.

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## QUALIFICATIONS & EXPERIENCE

### Desirable

- 3+ years' experience in Credit Control and Accounts Receivable, with demonstrable success in debt collection
- Strong experience managing aged debt and recovering overdue balances
- Experience working within a fast-paced SME or growth business environment
- Confident telephone-based collections experience is essential
- Experience using Microsoft Dynamics, Sage Intacct, or similar ERP systems
- Excellent communication, negotiation, and stakeholder management skills

## COMPANY OVERVIEW

[www.nineteengroup.com](http://www.nineteengroup.com)

Nineteen Group is a fast-growing events and media business backed by Phoenix Equity Partners, serving vital sectors including security, fire safety, emergency services, retail technology, health and safety, construction, manufacturing, and more.

We build vibrant industry communities through world-class events and media, creating spaces where ideas are shared, relationships are formed, and practical solutions shape the future.

Headquartered in Wimbledon, London, with offices across the USA, Hong Kong, and Singapore, Nineteen is powered by a passionate global team. Our people live our KADI values - Kind, Agile, Driven, and Inclusive - because we're a culture-first organisation that puts our people first; we just happen to do great events too.

Nineteen embraces diversity and equal opportunity and is committed to building teams that represent a variety of backgrounds, perspectives and skills.

## EQUAL OPPORTUNITIES

Inclusivity is at the heart of everything we do at Nineteen, and that requires a diverse team of great colleagues who feel they have a clear place with us, supporting us all to grow. The more inclusive our employees feel, the better we feel and the quicker we all develop. We are keen to meet people with varied backgrounds and experiences.

We recruit based on merit, potential, and fit to our cultural values. Product knowledge we can teach.