

# Credit Controller

**Date**

November 2024

**Company**



## Location

### Newforge Lane, Belfast

The entrance to Newforge Lane lies off the Malone Road and is well-served by bus Metro Service 8.

**Contract** Permanent - Full Time

**Working Hours** 37 hours - Monday to Friday

**Hybrid Working** 2 days working from the office and 3 days working from home

**Salary** Starting salary £25,000 with opportunities to progress to £28,500, plus up to a 10% annual bonus. Additional opportunities to progress to £31,000, following development to a Senior Credit Controller.

## About Us

**Energia Group** is a leading energy company in both RoI and NI, dedicated to decarbonising Ireland's energy system. Through three key units—Renewables, Flexible Generation, and Customer Solutions (**Energia** in RoI, **Power NI** in NI)—we offer advanced energy solutions. We're committed to driving Ireland's renewable future and supporting local communities through initiatives like employee volunteering and community benefit funds.

Power NI, as part of Energia Group, is Northern Ireland's most trusted energy supplier, delivering the products, services and value that families, businesses and communities need today - for a greener, more sustainable tomorrow. We are NI's largest electricity supplier, energising over half a million homes, farms and businesses for over 90 years. We are driving positive change for people living here and for the future of our planet through sustainable, smart, affordable and customer centric products and services.

Our talented employees are our greatest asset, and we invest in their growth through Learning and Development programmes. We foster a safe, inclusive work environment, champion diversity, and are seeking people with positive energy to make an impact in their roles through a meaningful career with us.

## About the Role

We have exciting opportunities for skilled specialists to join our award-winning teams. The role will involve negotiating with customers to offer suitable repayment options and working within a high performing team to provide our customers with the best tailored solution for each individual.

As part of the role, you will be proactively engaging with domestic customers who are having difficulties paying their energy bills via Inbound and Outbound calls.

We are seeking candidates who can work in a fast-paced environment and have the ability to understand from the customer's perspective. We also need candidates who can actively listen and acknowledge customer concerns effectively, have a strong focus on solutions, set boundaries/expectations and can reach out to seek support and feedback.

TRUSTWORTHY

DYNAMIC

RESOURCEFUL

COMMUNITY FOCUSED

## Responsibilities

### Day-to-day, here's what your new role would look like:

- Working with customers to negotiate payments based on their ability to pay.
- Supporting vulnerable customers in line with regulatory requirements.
- Demonstrate a level of empathy, asking questions to help define and refine circumstances.
- Communicating with customers via inbound and outbound calls, 9am-5pm.
- Providing energy support and advice.
- Responsible for completing work on time and achieving all personal / company targets.
- Communicate effectively with stakeholders to provide updates and address any concerns or questions.
- Ensuring that all debt management activities adhere to Regulatory Codes of Practice.

## About you

### Key Criteria – What You'll Need

- Experience of having difficult conversations in a fast paced, target driven environment.
- Experience of demonstrating strong resilience, empathy and adaptability in the workplace.
- Excellent communication skills, both written and verbal.
- Strong negotiation skills.
- Proficient in use of Microsoft Outlook and can manage multi-channel communications.

### Desirable Criteria - These help decide between those who meet all the above key criteria:

- Experience of supporting vulnerable customers.
- Experience of working towards KPIs or Targets.
- Relevant experience in a similar role.

*If you are enthusiastic about this role but don't meet every single requirement, we still encourage you to apply. Your past experiences might be the perfect match for this or other positions, making you the unique talent we're looking for.*

NB: If you are successful in this role you will be required to carry out a Basic Access NI check. A criminal record will not necessarily be a bar to obtaining a position.

Our Access NI Statement Policy and Recruitment of Ex-Offenders Policy will be provided upon request to HR.

## Energised for better

These are the behaviours, skills, and knowledge you need to be successful in our organisation:

### Leading Self

Effective Collaboration  
Flexibility, Agility  
& Resilience  
Emotional Intelligence





















### Future Ready

Digital Readiness

### Achieving Success

Customer & Stakeholder Centric  
Critical Thinking & Problem-Solving  
Strive For Excellence

## Why you'll love it here

Our Rewards	Learning & Development	Social Opportunities
 <b>23-25 Days Holiday / Year</b> +11 bank holidays	 <b>Learning &amp; Development</b>	 <b>Social Opportunities</b>
 <b>Annual Bonus</b> up to 10% of salary	 <b>Employee Assistance Programme</b>	 <b>2 Volunteer Days / Year</b>
 <b>Health Care</b>	 <b>Award Winning Wellbeing Programme</b>	 <b>Sports Clubs</b>
 <b>Family Friendly Policies</b>	 <b>Employee Connect Groups</b>	 <b>Social Clubs</b>
 <b>Milestone Moments</b> eg. length of service rewards	 <b>Career Development</b>	 <b>Virtual Gym Membership</b>
 <b>Wellbeing Fund</b>	 <b>Mentoring</b>	 <b>Allyship@Work</b>
 <b>Learning &amp; Development Programmes</b>	 <b>Green Team</b>	

## Awards

<ul style="list-style-type: none"> <li>Silver Collections NI Team of the Year - Payment &amp; Accounts Resolution (PAR) Team (Power NI)</li> </ul>	<ul style="list-style-type: none"> <li>Special Award for CSR and Charitable Initiatives (UK Utilities &amp; Telecom Awards)</li> </ul>	<ul style="list-style-type: none"> <li>Bronze Diversity Mark</li> </ul>
<ul style="list-style-type: none"> <li>Best Corporate Wellbeing Programme</li> </ul>	<ul style="list-style-type: none"> <li>Utility Week Awards (London) - Rising Star Award</li> </ul>	<ul style="list-style-type: none"> <li>Best Storytelling Award (Spider Awards)</li> </ul>
<ul style="list-style-type: none"> <li>Women in STEM - Best Recruitment Campaign</li> </ul>	<ul style="list-style-type: none"> <li>Consumer Credit Team of the Year - Payment &amp; Accounts Resolution (PAR) Team (Power NI and Energia)</li> </ul>	<ul style="list-style-type: none"> <li>Business Working Responsibly Mark for responsible and sustainable business practices</li> </ul>