



JOB DESCRIPTION

ROLE DETAILS	
Job Title	Membership Credit Control Assistant Manager
Reporting to	General Manager of Membership
Contract	Full-time – Temp to Perm
Start date	ASAP
Location	London – Hybrid at least 2 days in the office
Direct reports	1

JOB PURPOSE
<p>The Membership Credit Control Assistant Manager will assist the General Manager of Membership managing the accounts team and overseeing the membership renewal process for over 2000 members. The Assistant Manager will bring their expertise to streamline our accounts processes and oversee their successful implementation.</p> <p>This role will be integral in resolving complex accounts queries. The Assistant Manager will oversee and ensure all verbal and written responses to member enquiries are handled in a timely, accurate and professional manner. This role will ensure high level updates are provided to the General Manager and the Executive director as required on membership renewals, aged debtors and overdue fees.</p>

ABOUT RJC
<p>The Responsible Jewellery Council (“RJC”) is the world’s leading sustainability standard setting organisation for the jewellery and watch industry.</p> <p>Founded in 2005, by 14 member organisations, the RJC has more than 1,900 member companies that span the jewellery supply chain from mine to retail. What unites us is our shared belief that responsible business, without causing harm to people or the planet, is good business and that this can only be achieved by working together, in partnership with others. RJC Members commit to and are independently audited against the RJC Code of Practices – an international standard on responsible business practices for diamonds, coloured gemstones, gold, silver and platinum group metals. The Code of Practices addresses human rights, labour rights, environmental impact, mining practices, product disclosure and many more important topics in the jewellery supply chain. Supply chains are often complex, multi-tiered and interconnected. We take an integrated approach to responsibility, recognising it as an ongoing journey of transformation.</p> <p>RJC also works with multi-stakeholder initiatives on responsible sourcing and supply chain due diligence. The RJC’s Chain-of-Custody Certification for precious metals supports these initiatives. Through the implementation of the COP and CoC members contribute towards the 17 Sustainable Development Goals of the United Nations 2030 agenda. We also have an important role to play as the voice for the industry on its most critical Environmental, Social and Government (ESG) issues, helping to accelerate collective progress towards the Sustainable Development Goals.</p>

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The RJC is a Code Compliant Member of the ISEAL Alliance—the global association for sustainability standards.

Find out more at <https://www.responsiblejewellery.com/>

ROLE AND RESPONSIBILITIES

Assisting team management	<p>Assist the General Manager in managing and supporting the Accounts team.</p> <ul style="list-style-type: none"> • Responsible for overseeing and providing as required training and guidance on all our processes. • Responsible for day to day management of team members ensuring regular updates are provided to the General Manager. • Provide detailed input into team performance reviews.
Continuous Improvement	<ul style="list-style-type: none"> • Provide solutions for increased automation and streamlining of Accounts processes. • Oversee implementation of solutions and liaise with relevant departments to ensure success, such as the Digital department. • Lead accounts UAT testing. • Provide input and suggestions for accounts-related streamlining and efficiency opportunities within the Membership department. Assist in overseeing implementation.
Reporting	<ul style="list-style-type: none"> • Provide updates on key metrics such as email response time, membership renewals, aged debtors and overdue fees to the General Manager and the Executive Director as required.
Resolving internal accounts queries	<ul style="list-style-type: none"> • Assist colleagues in the wider Membership department with Accounts related matters, for example, in relation to member account mergers, membership resignation. • Assist other departments with Accounts queries. • Assist the RJC’s accountant as required including payments and invoicing queries.
Membership Fee Renewal	<ul style="list-style-type: none"> • Identify opportunities for optimisation and scalability of annual membership fee renewal in a high-growth environment. • Request Annual Relevant Sales (ARS) figure from members annually ahead of each member’s invoicing month, log and follow up. • Raise invoices using Microsoft Dynamics and Xero • Handle PO process when applicable • Reconcile invoices via the accounting system (Xero) involving payments via Worldpay, Paypal and bank accounts. Resolve matters such as overpayment, underpayment. • Implement solutions to streamline reconciliation of payments via Worldpay. • Send receipts.
Credit Control	<ul style="list-style-type: none"> • Resolve complex queries escalated by the accounts team. • Follow up and resolve overdue payments.

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	<ul style="list-style-type: none"> Follow up and resolve overdue membership fees. This involves following up on an Annual Relevant Sales (ARS) figure which the RJC requires each year to raise the membership fee invoice. Investigate and resolve queries relating to non-payment of invoices. Maintain accurate records of all chasing activity.
Temporary suspension of membership and reinstating	<ul style="list-style-type: none"> Monitor prolonged non-payment and non-submission of ARS. Process membership suspensions due to non-payment and overdue fees. Re-instate members suspended due to non-payment of invoice when payment is received. Reinstate members suspended due to overdue fees after the member is fully up to date with membership fees including payment.
Customer/Member Services	<ul style="list-style-type: none"> Monitor accounts team email response time and oversee excellent customer service. Resolve member accounts queries via phone and via the shared accounts mailbox. Resolving complex queries escalated to you by the accounts team. Liaise with RJC accountant as needed. Raising credit notes and issuing amended renewal invoices when necessary. Create and send tax residency documents when requested Updating contact information on the CRM system (Microsoft Dynamics) and accounting system (Xero) when notified of changes. Forwarding change requests with due diligence requirements to the relevant inbox. Sending member portal invites to enable members to pay their invoices by card via Worldpay. Forwarding portal access issues to the IT Department.
Special Projects and Additional Responsibilities	<ul style="list-style-type: none"> Perform assignments related to the role that may be requested by the General Manager or Executive Team

EXPERIENCE AND QUALIFICATIONS

1.	Extensive proven assistant managerial experience preferably within the finance department of a trade association, membership organisation or customer-oriented environment
2.	Strong working proven knowledge of Xero and Worldpay.
3.	Microsoft Dynamics 365 or similar database systems experience preferred.
4.	Strong working knowledge of Microsoft Office (Word, Excel, PowerPoint)
5.	University or College courses in related field a plus

KEY SKILLS AND COMPETENCIES

1.	Excellent organisational skills
2.	Must have effective communication skills, both verbal and written
3.	Ability to generate graphs, charts and other reporting tools.
4.	Outstanding attention to detail

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5.	Ability to maintain a positive, courteous, and professional demeanour while conversing with members is essential
7.	Flexible team player, with the ability to work under pressure and to tight deadlines
8.	Ability to work independently and prioritise competing tasks and demands
9.	Must be able to work effectively during high volume periods

EMPLOYMENT BENEFITS

This role will be entitled to 28 days annual leave per annum pro rata plus UK bank holidays (on pro rata basis). This role will automatically be enrolled into the RJC's company pension scheme and Employee Assistance Programme

EQUAL OPPORTUNITIES

The RJC believes one of the fundamental ingredients of running a successful organisation is the provision of a working environment which is truly representative of all sections of society and for each employee to feel respected and to be able to bring their true and unique selves to work.

The RJC's policy is to provide equality, fairness and respect for all in our employment and provide equal opportunities in all aspects of employment. The RJC is committed to the fair and equal treatment of applicants. The RJC is an equal opportunities recruiter and does not discriminate on the basis of gender, gender identity and expression, marital or civil partnership status, race, colour, national or ethnic origin, disability, sexual orientation, social or economic background, age or any other protected characteristic.

HOW TO APPLY

Please email your application to sara-louise.macgillivray@responsiblejewellery.com including your:

- resume (no more than 2 pages)
- cover letter (no more than 1 page) which address how your education and experience align with the position. Please indicate your starting date availability