

<b>Position Title:</b>	Credit Team Lead
<b>Supervising Partner / Manager / Supervisor:</b>	Matter Accounting Manager
<b>Practice Group / Shared Services Team:</b>	Finance
<b>Responsible for:</b>	Credit Team, currently x8 Credit and/or Receipts Administrators
<b>Centre</b>	Melbourne
<b>Date Created / Last Edited:</b>	October 2019

## Working. Respect. Together

King & Wood Mallesons is committed to creating an inclusive, fair and respectful culture. We require all partners and staff to contribute to a safe working environment which is free from unlawful discrimination and/or harassment. We also require partners and staff to maintain a professional standard of dress, appearance and behaviour during work and at work related functions.

We acknowledge, understand, accept and value differences among all our people. This may relate to age, marital status, ethnicity, carer's status, gender, physical and mental disability, sexual orientation, gender identity, gender expression, spiritual practice or religious belief, for example.

We recognise the importance of reconciliation with Aboriginal and Torres Strait Islander peoples and pay our respects to them as the traditional owners of country.

## Position Summary

This position will be responsible for leading a team of credit administrators and receipts clerks, collecting for their own ledger of clients, operational reporting and complex reconciliations.

The Credit Team Leader will be expected to demonstrate leadership, outstanding client experience and an aptitude for analysis and reporting.

The credit team are responsible for the collection of the firm debts, maximising cash flow and reducing the firm's exposure to bad debt. This includes the management and maintenance of our client's post billing payment process and all administrative tasks that come with this.

## Key Responsibilities as a Credit team Leader

### Leadership

- Coach, supervise and develop staff by way of knowledge and information sharing, cross training, mentoring and providing feedback for development.
- Work collaboratively with the Matter Accounting Manager to set the priorities and objectives for the credit team (in line with the firm priorities)
- Organising and chairing regular credit team meetings, as a team and 1:1
- Attending and contributing to month matter support and other relevant meetings
- Advise debt recovery actions in line with Firm Policy and credit teams process for chasing debts
- Ensure the post billing and payment requirements of our clients are adhered to and documented (e.g. invoice delivery (ebilling), PO updates)

- Involvement in key projects and other key deliverables as required from time to time

### Collections

- Conduct a minimum, bi-monthly one on one meeting with each credit team member to discuss their ledgers. These discussion should inform the provisions for doubtful debts as well as incorporate a 'feedback conversation' in relation to objectives and the team planning
- Follow up on payments of accounts with clients for their own ledger, working closely with the relevant stakeholders where delays in payments occur
- The proactive identification of the problem debts across the entire ledger
- Making a recommendation for a provision 'type' on all invoices as they reach 180 days

### Receipting

- Oversee the allocation of invoice related cash payments. Ensure the necessary administrative and processing of the related tasks are performed in timely and accurate manner
- Oversee the Office to Trust process, including the related general ledger reconciliation

### Reporting and Analysis

- Report to the Matter Accounting Manager on all debts over \$50k and 60 days, which include a status comment
- Completing the allocation of new debtor clients to credit team members - overseeing the updating of the relevant meta data in the practice management system
- Provide accurate and effective monthly ad hoc reporting to key stakeholders
- Identify and escalate client issues to the Matter Accounting Manager and relevant Partners for resolution with recommendations to address the issue and inform improvements to work practices and processes
- Work with the Matter Accounting Manager and the Systems team on the testing of upgrades and new development in the practice management system

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## Your Key Relationships

- Credit Team
- Matter Support team
- Clients
- Broader finance team
- Relationship Partners, Partners, Fee Earners and Practice Assistants
- Risk and Tax group

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## Capabilities

Our Capability Framework is a key tool to help drive business results and achieve our vision of leading the way in creating value, centred on what our clients need.

To succeed in this position the following capabilities are to be achieved:

- **People** – Respectful and supportive interactions that lead to firm high performance. Building effective teams by empowering and coaching people. Leading through collaboration and accountability.
- **Client** – Consistently delivering superior client service. Becoming a trusted advisor through a deep understanding of the client. Builds strong and enduring client relationships. Adapting flexibly to a changing environment to meet client needs.
- **Firm** – Application of technical knowledge to advance the client's commercial objectives. Development of industry expertise. Effective practice, project and workload management. Building of professional reputation. Achieving financial and cost targets. Commitment to continuous improvement through innovation. Applying business acumen in pursuit of opportunities for the firm and clients.

- **Financial** – Applying business acumen in delivery of service to clients. Achieving business, project and budget goals. Commitment to continuous improvement through innovation.

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## Key Performance Indicators

- The maintenance and / or reduction debtor days (of own and the team's ledger)
- The upskilling and wellbeing of staff
- Achievement of cash collections targets
- The timely receipt of invoice related payments (typically 3-5 working days after being credit to bank)
- The timely and accurate provision of reports to the Matter Accounting Manager
- The thorough testing of system upgrades and development

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## Knowledge, Skills and Attributes

### Knowledge

- Experience of work in credit department (essential)
- Intermediate to advanced knowledge of MS Word, Outlook and Excel (essential)
- Intermediate to advanced knowledge of Practice Management System such as Elite (desirable)
- Knowledge of the legal industry
- Intermediate to advanced knowledge of accounting terms and concepts (desirable)

### Abilities and skills

- Ability to meet deadlines
- Ability to provide accurate and timely information
- Ability to liaise with internal and external clients professionally
- Ability to deal with difficult people and to negotiate resolutions
- Flexible approach
- Proven experience managing, leading and developing people
- Ability to work as part of a team
- High level of attention to detail
- Strong communication skills
- Problem solving skills
- Analytical and reasoning skills
- Ability to adapt to new systems

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## Our Vision and Values

Our global vision...

‘To create a unified top tier global law firm headquartered in Asia’

Across our global firm we have values that guide us and that we aspire to live up to...

Client centric  
Dynamic and entrepreneurial  
One team. One firm  
Excellence and innovation  
Stewardship  
Global Perspective

...these are the same whichever part of the firm you are working, in all countries.

*As King & Wood Mallesons evolves to meet changing strategic and operational needs and objectives, so will the roles required of its staff. As such, this document is not intended to represent the position which the occupant will perform in perpetuity. It provides an overall view of the incumbent's role as at the date of this statement. In addition to this document, the specifics of the incumbent's role will be described in local area work and project plans, and in performance plans developed by the incumbent and relevant partner/manager as part of KWM's performance evaluation, development and progression processes.*