

Role title	Debtors Clerk	Grade	Finance Officer / Operational Finance
Reports to	Assistant Debtors Manager	Location	Central Support Office, Darlington
Job family	Finance & IT Directorate	Job Code	
Role Purpose			
The Debtors Clerk supports HCOne's debtors management function, handling individual private-pay and top-up debtor cases, maintaining debtor records, sending statements and reminders, and supporting the ADM with LA and ICB debt management activity across the 146-home estate.			
Main Activities			
Private-Pay & Top-Up Debt Management • Manage the individual private-pay debtors case list, issuing statements, reminders and follow-up communications to residents, families and PoAs professionally and sensitively. • Maintain a log of all debtor communications; record responses and agreed payment plans. • Process direct debit mandates and monitor direct debit collections. • Escalate cases to the ADM where agreed payment plans are breached. LA & ICB Debt Support • Support the ADM in tracking outstanding LA and ICB invoices. • Chase routine LA and ICB debtor queries within agreed processes. • Maintain the debtors records for the allocated portfolio accurately. Reporting & Administration • Support the ADM in maintaining the aged debtors report. • Prepare debtor statements and remittance matching for receipts. • Reconcile individual debtor accounts, identifying discrepancies for the ADM.			
Qualifications and Skills Required			
	Essential	Desirable	
Qualifications and knowledge		• Understanding of LA and ICB invoice and payment processes	
Skills	• Good interpersonal and communication skills; ability to manage difficult conversations sensitively • Handles difficult conversations professionally and de-escalates where needed • Manages a case list systematically and meets communication timescales		
Experience	• Experience in a credit control, debtors or accounts receivable role • Experience handling individual debtor communication professionally and sensitively — ideally in a care or healthcare environment		
Personal attributes	• Strong attention to detail and accuracy • Empathy with commercial assertiveness in private-pay family communication		

Special features
• An Enhanced DBS disclosure is required for this post. • A DVLA licence check is required in line with HCOne insurance policies. • Based at the Central Support Office, Darlington; regular office attendance required, with some travel to homes and regional offices. • SOX-relevant role, subject to US investor trust reporting obligations and internal controls requirements. • HCOne is an equal opportunities employer and encourages applications from all sections of the community. • All postholders are expected to uphold HCOne's core values: Quality, Innovation, Compassion, Integrity and Respect.
Dimensions:
• Supports HCOne's debtors function across 146 care homes in England, Scotland and Wales (approximately 8,000 residents' capacity). • Manages the individual private-pay and top-up debtors case list for the allocated portfolio. • No direct reports; reports to the Assistant Debtors Manager. • Supports LA and ICB debt tracking across the estate.