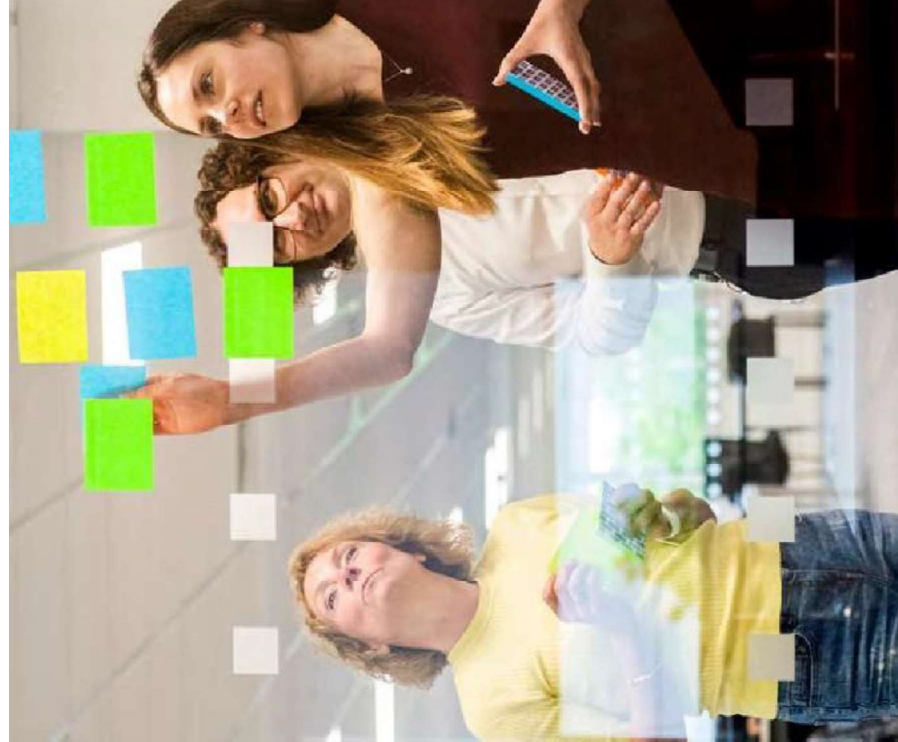


Account Manager - Invoice Finance



Our Purpose

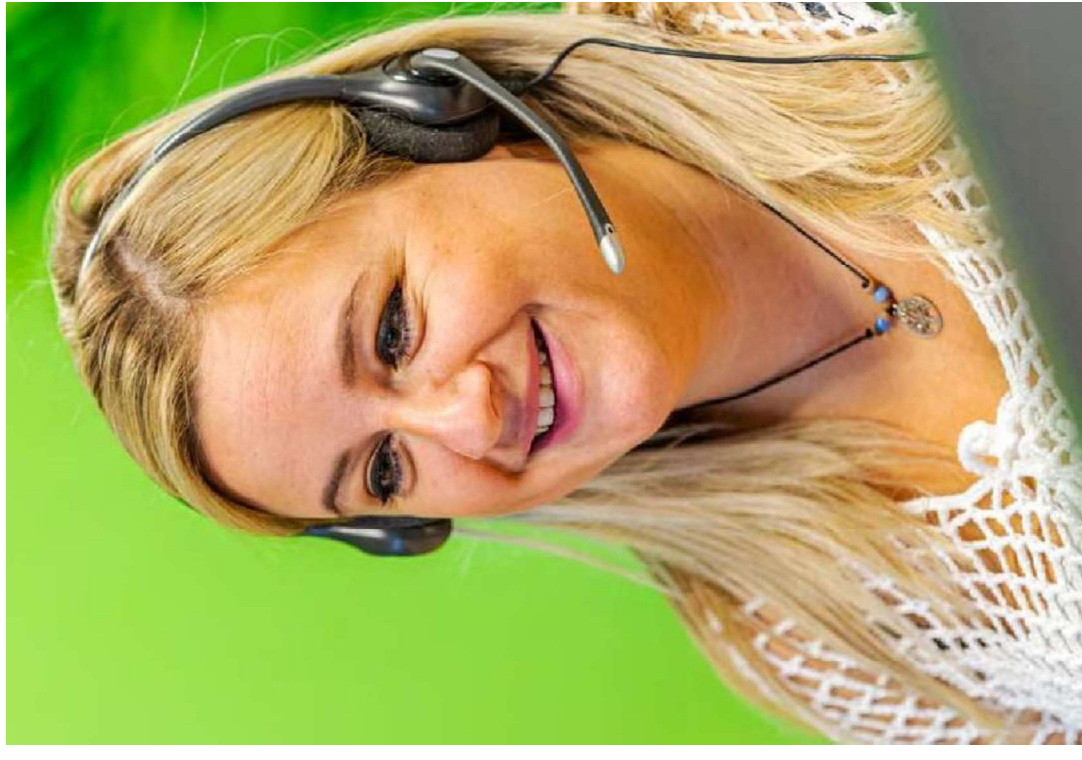
Our purpose is to support the ambitions of the people and businesses of the UK by delivering specialist financial services.



Your Purpose

You will be helping us achieve our purpose by delivering excellent service to our invoice finance customers. Your role will support our customers throughout their entire relationship with us from on-boarding to termination. Your role is though much broader as you will be helping to identify all forms of risk protecting our capital and ensuring our clients consistently receive great outcomes.

paragon



Your Purpose & Performance Profile

Who you'll be working with

You will be working within the invoice finance division, reporting to Operations Manager. As well as daily contact with invoice finance team members including sales, operations and risk teams, you will support colleagues from the wider SME Division.

The skills you'll bring

You are an experienced invoice finance practitioner, who is inquisitive and resourceful, able to understand client businesses and their individual needs.

You will be familiar in the identification of invoice finance risk and possessing strong communication skills, are confident in discussing any findings with clients. You will also be fluent in the operation of customer protection.

You thrive in both a team focused or independent working environment being able to organise and prioritise when managing high workloads, taking ownership of tasks to deliver great outcomes whilst maintaining a good sense of humour.

Being creative and calling upon your strong technical knowledge you will wish to contribute to the continual enhancement of monitoring and service routines.

You have a good understanding of Microsoft products. An ability to quickly understand Dancerace and Risk Factor software will be an advantage.



What you will do day to day

Develop strong client relationships to understand their business and funding requirements

Ensure facilities are operated and managed in accordance with sanctioned terms and mandate

Complete on-boarding of clients, ensuring facilities will deliver desired outcomes and are designed to fairly support client need

Periodically review facilities and negotiate revised terms for any variations required

Review various data sources to ensure risk is identified and rigorously interrogated proposing suitable mitigation as appropriate

Assist in the management of recovery cases and to contribute to identification and implementation of recovery strategies

Contribute to completion of all team tasks particularly in times of high workload

What does success look like for you?



Customer

Our customers will know they have been treated fairly having benefited from pro-active and accurate account management that delivers their funding need and when requirements cannot be achieved, you show complete understanding of the pertinent issues and communicate with empathy.

You will always do the right thing to ensure good customer outcomes.

Clients will feel supported in the operation of their account from complete answers communicated free of jargon, clearly and positively based upon informed knowledge.



Risk

You will demonstrate a deep understanding of invoice finance, calling upon personal knowledge and experience together with creative enquiry adapted to effectively interrogate individual circumstances.

You will be aware of the principles of conduct risk and how they impact on the processes and procedures within your role. You will ensure your work is compliant with procedures and standards.



People

You look to continually improve knowledge and expertise through the timely completion of all mandatory training and study of external resources and qualifications. Further, gained knowledge is readily shared with colleagues in a supportive manner.

You help motivate and direct activity particularly of junior staff and guide them to strong performance.

You demonstrate your support of equality, diversity and inclusion within Paragon.

If you manage people, you will ensure our culture and values are upheld and that our leadership commitment is at the heart of your actions and thinking.



Financial

From your strong operational knowledge you identify threats to capital and suggest techniques to mitigate those threats.

You manage your time well and complete tasks within deadlines

You identify areas where we can improve efficiency in completion of procedures.

You are able to contribute to the invoice finance digital journey.



Sustainability

You will build awareness of environmental and social issues to help strengthen our ESG ambitions.

You will undertake one day's voluntary activity annually.

You will make a real impact by:

- Taking personal accountability for maintaining our culture and exemplifying our values in everything that you do.
- Taking ownership of customer relationships, preempting customer needs and being meticulous and creative in the interrogation of risk data whilst finding resolution to complex client issues.
- Building a reputation as someone who can be trusted to consistently complete tasks to an excellent standard, employing effective communication across all levels.
- Seeking opportunities to improve procedures to enhance the customer and team experience; being a powerful aid to team working and a positive landscape.
- Possessing a passion for your own training and development; pro-actively sharing knowledge and experience with team members.

Our values

Our culture is built upon a commitment to do the right things for customers, our colleagues, our wider stakeholders, and the world around us. Eight values underpin our culture and the way we do our business.

Doing the right things means making clear and ethical decisions, understanding the implications of our actions, being accountable for them and making a commitment to speak up and put things right where we see something that is wrong.



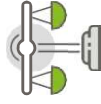
Fairness

To work together to ensure fair outcomes for all our customers



Professionalism

To maintain the highest standards and deliver our products and services with care and accuracy



Integrity

To be honest and open in everything we do



Humour

To ensure we have fun while achieving success!



Commitment

To drive the business forward with determination and to do so with effort and enthusiasm



Creativity

To identify and create new business opportunities and apply creative and effective solutions to problems



Teamwork

To work in harmony and collectively towards the delivery of our overall objective



Respect

To treat people as individuals and listen to their views

Our code of conduct

Our Code of Conduct is designed to help you navigate through the vast array of decisions that you will need to make to deliver effectively on our purpose. You can view a copy of our Code of Conduct [here](#). As a regulated firm we are also subject to the below conduct rules:

1

You must act with integrity

2

You must act with due skill, care and diligence

3

You must be open and co-operative with the FCA, PRA and other regulators

4

You must pay due regard to the interests of customers and treat them fairly

5


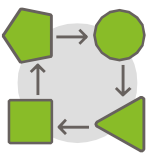




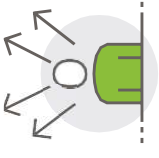
You must observe proper standards of market conduct

6

You must act to deliver good outcomes for retail customers

Our Leadership Commitment

We all deserve to have a great manager. Our managers commit to delivering inclusive, inspiring, and impactful leadership. For us, this looks like:

 <p>Empathy Having and applying emotional intelligence to understand and engage with others more effectively. Using both self-awareness and the understanding of others to react positively to different situations.</p>	 <p>Adaptability Having the skills and willingness to adapt at pace to changing circumstances and environments. Being comfortable with ambiguity, maintaining personal resilience and learning from experience.</p>	 <p>Creative Thinking Having the skill to incorporate creative and innovative practices into tasks, activities and interactions, bringing new perspectives into the workplace.</p>	 <p>Coaching How we support others to explore and unlock their potential using coaching tools and techniques and building a trusting coaching relationship.</p>	 <p>Teamwork The coming together of a diverse group of people to deliver a common objective. Working well together, but open to new ideas and challenge. Creating a safe, inclusive environment, to experiment, make mistakes and improve.</p>	 <p>Customer Excellence How we build and maintain trusted relationships with internal and external customers based on a deep understanding of customers' needs. It's about communicating clearly and working in partnership.</p>	 <p>Decision Making How we make effective decisions on a day-to-day basis, taking ownership of decisions and demonstrating sound judgement.</p>
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If you are a manager of people you will help your people to be their best by

Sharing our purpose	Checking in	Reward and Recognition	Career and learning	Performance enhancement
<ul style="list-style-type: none"> • agreeing objectives • reviewing them regularly • enabling continual improvement 	<ul style="list-style-type: none"> • managing as a coach • providing and seeking feedback • agreeing and setting outputs • supporting employee well being 	<ul style="list-style-type: none"> • providing in the moment appreciation (Mo) • celebrating achievements • rewarding fairly 	<ul style="list-style-type: none"> • managing as a coach • enabling an employee led approach • agreeing development plans • supporting aspirations 	<ul style="list-style-type: none"> • providing timely and honest feedback • plan for success by agreeing a clear plan of action with goals and required support identified and reviewed regularly

Frequent and meaningful conversations