

Title: Revenue Controller  
Department: Finance  
Reporting to: Revenue Manager

**fladgate**  
unlimited  
partnership

## ROLE SPECIFICATION

### **The Finance Department**

In view of our growing department, we aim to recruit astute, motivated and enthusiastic individuals to represent the Fladgate brand. We offer exceptional training and career development and the opportunity to learn from some of the best in the business.

This is a fantastic opportunity to join our dynamic Finance department which currently comprises a team of 14 including the Head of Finance, Financial Controller, four legal cashiers, a Revenue Supervisor, a Senior Revenue Controller, a Revenue Controller, a Revenue Assistant and an Assistant Accountant.

### **Role/Responsibilities**

- Responsible for a portfolio of partner practice groups, working to reduce “lock up” through WIP management and the timely processing of bills, to liaising with clients for the prompt payment of our invoicing;
- Take ownership of client queries ensuring they are resolved within the firm SLA times;
- Form strong working relationships with our clients through the revenue cycle to ensure invoices are processed promptly and paid to our terms.
- All queries are resolved in a timely manner, and without impact to relationships or cashflow;
- Monitor exposure across assigned portfolio to ensure exposure is to a minimum, and escalations are actioned according to firm guidelines, to continue to improve on our lock up days;
- Maintain an accurate client contacts database and up to date notes on our Adarent collections system, ensuring the collections policy is adhered to;
- To manage the special rates, register, produce account reconciliations, and to process monthly statements of account. To manage a ledger of group clients;

- To work collaboratively as a team across all practice groups and take ownership of client partner debt across different ledgers, to transfer time, client funds in line with firm policy;
- Prepare files for legal action, on non-paying files, ensuring all steps have been taken, including discussion with partner, and revenue Manager and all required paperwork is completed;
- Flexible at month end to assist the wider finance team if necessary;
- Contribution in future projects as we advance our billing processes.

## PERSON SPECIFICATION

Our ideal candidate will have:

- A proven track record of success within a revenue role, ideally within the legal sector or other professional services environment;
- The ability to establish and build close working relationships with both partners and other teams within the firm, with a view of maximising cash flow for the business;
- Strong confident telephone manner, working to build relationships with clients that in the event of a problem it will be addressed;
- Confident dealing with people in authority, to ensure best working practice is achieved;
- Proactive and forward looking, demonstrates initiative and takes ownership of ledgers working to the collections policy guidelines;
- Good planning and organisational skills, and able to manage multiple responsibilities and projects;
- Strong communication skills, including the ability to present information effectively both orally and in writing;
- Excellent numerical and analytical skills;
- Highly accurate and with a keen attention to detail in all areas;
- Good time management skills, and a proven ability to multi-task;
- Calm, confident and resilient;
- A professional, willing and 'can do' attitude;
- Previous experience of Aderant Expert would be advantageous but is not essential;
- Billing background is desirable to assist during key periods within the financial year (Quarter/Year End);
- E-billing experience is preferred, but not essential;
- Strong IT skills including Excel and Word.

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About Us



## BENEFITS

We reward our staff for their continued commitment to the success of this Firm with a comprehensive range of benefits. Fladgate have also adopted a hybrid model of both office-based and home working which is a discretionary benefit depending on the role and responsibilities.

ON JOINING

- Life assurance scheme – 5x annual salary (non-contributory)
- Annual holiday entitlement – 26 days per calendar year (full time)
- Flexible holiday scheme – buy up to five days extra holiday per annum
- Staff introduction bonus – £1,000 - 5,000 depending on vacant role
- Personal training/yoga – free weekly sessions
- Free online GP service – 24/7 video GP consultations

AFTER 2  
MONTHS

- Group personal pension plan of 4% - 5% employer contributions
- Matching employee contributions of 4% - 5% (automatically enrolled)
- Processed via salary sacrifice 50% of employer NI savings added to contribution

AFTER 3  
MONTHS

- Company sick pay scheme
- Group income protection
- Season ticket loan
- Private Dental Plan – payable through monthly payroll
- Gym membership scheme – interest free gym membership loan
- Eye test vouchers – every two years

AFTER 6  
MONTHS

- Private medical insurance (PMI) for employee cover is employer-paid, however additional family cover is employee-paid

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At Fladgate, we recognise the importance of an agile approach, not only in the way we work with our clients, but our employees also. Hybrid working at Fladgate varies depending on your role and responsibilities. As a general rule, for those who can work from home and have roles compatible with home working, we operate a hybrid pattern of two days remote working and three days office based.



## Our aim

To create a culture where our people can thrive and feel supported at work. As such, the Firm's approach to parental leave is designed to ensure that anyone who is a parent or is expecting to be a parent has a positive experience prior to parental leave, during their parental leave and upon their return to work whichever type of leave they decide to take.

Our parental leave policies\* cover:

**Maternity** – We offer both statutory maternity pay (SMP) and enhanced maternity pay (EMP), subject to eligibility\*. If eligible, EMP provides 100% of your salary in weeks 1-16 and 50% of your salary in weeks 17-28. Weeks 29-39 are at the government set rate (or 90% of salary, whichever is lower). In order to receive EMP, you must undertake to remain continuously employed by the Firm and to return to work for a period of at least six months from the date of your return to work before providing notice of resignation\*.

**Paternity** – We offer enhanced paternity pay (EPP) as full basic pay for up to three weeks\*.

**Shared Parental Leave** – SPL allows parents to take up to 50 weeks' shared leave in total following the birth or adoption of a child\*.

## Adoption and Surrogacy\*

**Ordinary Parental Leave** – Allowing up to 18 weeks unpaid leave for employees who have parental responsibility for a child / children\*.

\* Full details can be found in our staff handbook, which will be provided upon offer of employment.





### Our focus

We know that to achieve our inclusion and diversity objectives we need to focus on a number of areas:

**Developing a diverse leadership** – We have a mix of different ethnicity and genders on our leadership groups. We are working hard to improve the gender balance of our partner team and we are striving for 30% female representation by 2025.

**Attracting a diverse workforce** – This means adopting a properly personal approach when connecting with those interested in joining our team including: ensuring fairness in our processes; working with those, like recruiters, who help us in this; a commitment that you will always meet male and female talent in our recruitment interviews.

**Engaging with everyone** in our team to ensure they are heard, supported and understood. Encourage everyone to develop their own voice in shaping our culture, their future and our service to clients. That might be working flexibly or that might be a specific career programme - everyone needs different things at different times.

**Helping all our people** in all roles to achieve their full potential. We provide training, coaching, internal mentors and buddies, whatever works for each individual and their own personal development path.



“As the I&D Partner Lead of the Firm, I am acutely aware that our vision and values are built around the word ‘personal’. We are a people business dependent on brilliant client relationships. Inclusion and diversity objectives are therefore not ‘soft’ business aspirations, they are fundamental to our success”

Helen Curtis-Goulding  
I&D Partner Lead

[Click here](#)

**I&D at Fladgate**

# WELLBEING

The Firm recognises the importance of the health and wellbeing of all our people and that it can play a part in promoting an environment which allows everyone to flourish and reach their full potential.



- Bupa private medical insurance (optional benefit to join after six months' service)
- Optional dental insurance
- Eye care vouchers
- Flu jab vouchers
- Weekly personal (group) training or yoga sessions
- Gym membership and fitness activity discounts
- Cycle to work scheme
- Menopause care via Stella app



## PHYSICAL HEALTH

- Employee Assistance Programme (EAP), available 24/7 and 365 days a year
- Counselling and CBT sessions available via the EAP
- Annual holiday entitlement and flexible holiday scheme, with the opportunity to buy up to an additional weeks' holiday
- Resilience and stress management training
- Mental health awareness talks and training sessions
- The option to mix office-based and home working as a regular pattern of your working week



## MENTAL HEALTH

- Group personal pension and group income protection scheme
- Life assurance (5x annual salary) scheme
- Season ticket loans
- Fee-earner bonus scheme
- Client introduction bonus scheme
- Recruitment bonus
- Access to everyday lifestyle discounts, via the Vivup app
- Financial management workshops inc. mortgage and pension management



## FINANCIAL HEALTH

- Sports and social events, organised by our Sports & Social Committee throughout the year inc. summer and winter parties, bowling nights and quizzes
- CSR committee and fundraising activities
- Flexible working policy
- Loyalty holiday bonus, rewarding long service
- PRIME work experience opportunities
- Student mentoring for LPC and GDL students at the University of Law



## SOCIAL & CSR