

Job Opportunity

Title: Revenue Controller

Department: Finance

Reporting to: Revenue Manager

fladgate



Listed in The Times 'Best Law Firms', Fladgate is a leading UK-based law firm focused across the Corporate, Private Wealth, Dispute Resolution, Real Estate and Funds, Finance and Regulation practices. The firm has a turnover of approximately £100m with over 400 people, all operating from a single office based in Covent Garden, London.

Role Specification

This is a fantastic opportunity to join our market-leading Finance department, a growing function that sits at the heart of the Firm's commercial decision-making and long-term success. The department currently comprises 20 individuals across Central Accounting, Commercial Finance, Revenue Control, Cashiering and Finance Systems, all working collaboratively to provide the insight and financial stewardship that underpin the Firm's performance and strategic ambitions.

Reporting to the Revenue Manager, you will work alongside four Revenue Controllers, a Senior Revenue Controller, Revenue Supervisor and our Legal Cashier team.

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.

Our people are at the heart of everything we do. The talent, dedication and passion of Fladgate employees is what drives us to achieve excellence.

Nicola Thomas, Head of Talent

Acquisition

Key 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

The 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.



Benefits



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 (pro rata for part time employees) • Recruitment (staff introduction) bonus – £1,000 - 5,000 • Personal training/yoga – free weekly sessions • Free online GP service – 24/7 video GP consultations • Yoga and physical training sessions • Hybrid working allowance • Everyday lifestyle savings via Vivup • IHG hotels discounts
After 2 months	• Group personal pension plan matching employee contributions of 4% - 5% (automatically enrolled) • Processed via salary sacrifice 50% of employer NI savings added to contribution
After 3 months	• Group income protection • Season ticket interest free loan • Private Dental Plan – payable through monthly payroll • Gymflex scheme • Eye test vouchers – every two years • Cycle to Work scheme
After 6 months	• Private medical insurance (PMI) for employee cover is employer-paid, however additional family cover is employee-paid • Marriage/Civil Partnership gift • Private Medical Insurance Scheme

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.

Family Friendly Policies

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 1-20 and 50% of your salary in weeks 21-32. Weeks 33-39 are at the government set rate (or 90% of salary, whichever is lower).

Paternity – The firm offer an Enhanced Paternity Pay (EPP) scheme. We offer up to 6 weeks paid paternity leave. This includes 2 weeks Ordinary Paternity Leave (OPL) and, subject to one year's continuous service, a further 4 weeks EPP - all paid at full basic salary.



Shared Parental Leave (SPL) – SPL

allows parents to take up to 50 weeks' shared leave in total, following the birth or adoption of a child.



Adoption and Surrogacy

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



Ordinary Parental Leave – Allowing up to 26 weeks unpaid leave for employees who have parental responsibility for a child / children.

*further details of our family friendly policies can be found in the Staff Handbook

Inclusion & Diversity

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.

I&D at Fladgate →

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



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.



Physical Health

- 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
- Bupa private medical insurance (optional benefit to join after six months' service)



Financial 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



Mental 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



Social & CSR

- 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

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