

## **MICHELLE STEVENS**

# **GRO**

### **PERSONAL PROFILE**

I am an enthusiastic, passionate and experienced manager working for Post Office Ltd for the last 21 years. I have managed various operational teams within the Finance Service Centre and have been in my current role of Debt Recovery Manager for the last 3 years with up to 13 direct reports. For the last 6 months I have been covering for my line manager managing strategic change in addition to managing debt of >£30m.

### **KEY SKILLS**

- Strong leadership skills
- People and process integrator
- Proven experience of debt recovery and risk management
- Monitoring of financial risks in line with existing policy
- Maintenance of risk log documentation
- Excellent planning and organisational skills
- Good interpersonal skills with a proven ability to motivate self and others
- Strong communication (written and verbal) skills
- Ability to work under pressure
- Experience of Post Office systems, Horizon & SAP

### **EXPERIENCE**

#### **February 2017 – Current Date – Senior Debt Recovery Manager**

##### **Responsibilities:**

- Lead and manage an area of 25 employees with 14 direct reports
- Manage strategic change on behalf of FSC
- Lead for debt process for Al Cameron's losses project
- Manage debt of >£35m
- Mitigate financial risks by completing full provisions
- Area monthly reporting and aged debt analysis for Scorecard completion

#### **October 2012 – February 2017 – Former Agent Debt & Accounts Receivable Manager**

##### **Responsibilities:**

- Manage and lead a team of up to 13 direct reports
- Manage debt of >£30m
- Mitigate financial risks by implementing the group provisions policy
- Monthly reporting and aged debt analysis
- Attend risk and losses forum
- Liaise with POL legal team and external lawyers
- Mentor for up to 5 apprentices
- Studying towards NVQ level 3 in Business Management
- Manage Vehicle Excise Recovery team and hand process back to DVLA

## **December 2010 – December 2011 – POLSAP Systems Master Data Manager**

### **Responsibilities:**

- Manage and lead a team of 3 direct reports
- Ownership of all POL Data within POLSAP
- Central point of escalation for FSC regarding data issues
- Control and manage the Chart of Accounts
- Liaise with IT functions and 3<sup>rd</sup> party vendors
- Attend Business Protection Calls

## **August 2005 – December 2010 – Client Settlement & AP Enquiry Manager**

### **Responsibilities:**

- Manage and lead a team of 14 direct reports
- Ensure 100% client settlement
- Manage >1000 client and customer enquiries
- Manage the introduction of Paystation transactions to my enquiries process
- Attend Commercial meetings with Account managers
- Review contracts and support tenders
- Work with Audit

## **Education and Training**

- Educated to GCSE standard
- Leadership Excellence
- Persuading and Influencing Course
- Time Management
- Studying towards achieving a NVQ Level 3 in Business Management

## **Hobbies and Interests**

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