

JOB DESCRIPTION

Job Title	Billing Supervisor
Reports to	Credit and Billing Manager
Job Purpose	Ensuring that all billing processes are completed accurately, efficiently and on time. Ensuring integrity of the data in the billing system.
Key Accountabilities	<ul style="list-style-type: none"> • Lead, mentor, and develop the Billing Administrators, ensuring high performance and a positive working environment. • Set clear objectives and performance targets for the team, providing regular feedback and coaching to drive continuous improvement. • Foster a collaborative team culture that encourages professional development and a customer-focused approach. • Resolution of complex queries escalated from Billing Administrators. • Direct support to Credit and Billing Manager. • Ensuring integrity of billing data through robust process and controls. • To build and maintain effective working relationship across Finance and with other colleagues across the business. • Working closely with Credit Controllers to ensure smooth collection process by promptly resolving billing issues and fixing any root cause issues to avoid future payment delays. • Identify and implement process improvements; to improve accuracy, timeliness and efficiency.

PERSON SPECIFICATION

Knowledge, Skills and Experience:	<ul style="list-style-type: none"> • Proven experience in leading and developing a team, with a track record of driving high performance and managing staff effectively. • Excellent communication and negotiation skills, with the ability to build strong relationships with internal and external stakeholders. • Experience of working in an environment where services are charged to local authorities. • Excellent organisational skills, attention to detail and rigour. • Problem solving skills. • Previously used a high volume billing system. • Ethical and professional behaviour. • Confident with Excel (pivot, sumifs, vlookups) and other Microsoft office systems. • Ability to work well in a fast-paced environment
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