



Role Title	Billing Team Lead				
Job Family	Finance	Sub Category	Transactional Finance	Grade	B3
Behaviours	<ul style="list-style-type: none"> Making Effective Decisions Managing a Quality Service Delivering at Pace Leadership Charter 				

Purpose Provide high quality and timely financial transactions and support to the business in the day-to-day management of projects and billing processes.

Key Accountabilities

- Deliver the effective management and performance of Billing staff through training, coaching and future development via the PDR process;
- Ensure all projects are of consistent quality prior to any forward billing, being compliant with operational targets, Operating Level Agreements (OLAs), audit, processes and policies;
- Identify issues which indicate operating problems or process amendments that may impact on other service areas or system functionality, escalating these where needed;
- Review and update processes, engage with the SME in respect of changes and best practice, and monitor changes that have been requested to ensure they are enacted;
- Act as trouble-shooter on all matters related to Billing, supporting colleagues with workload, advice, guidance and coaching;
- Develop effective relationships with key customers internally and externally

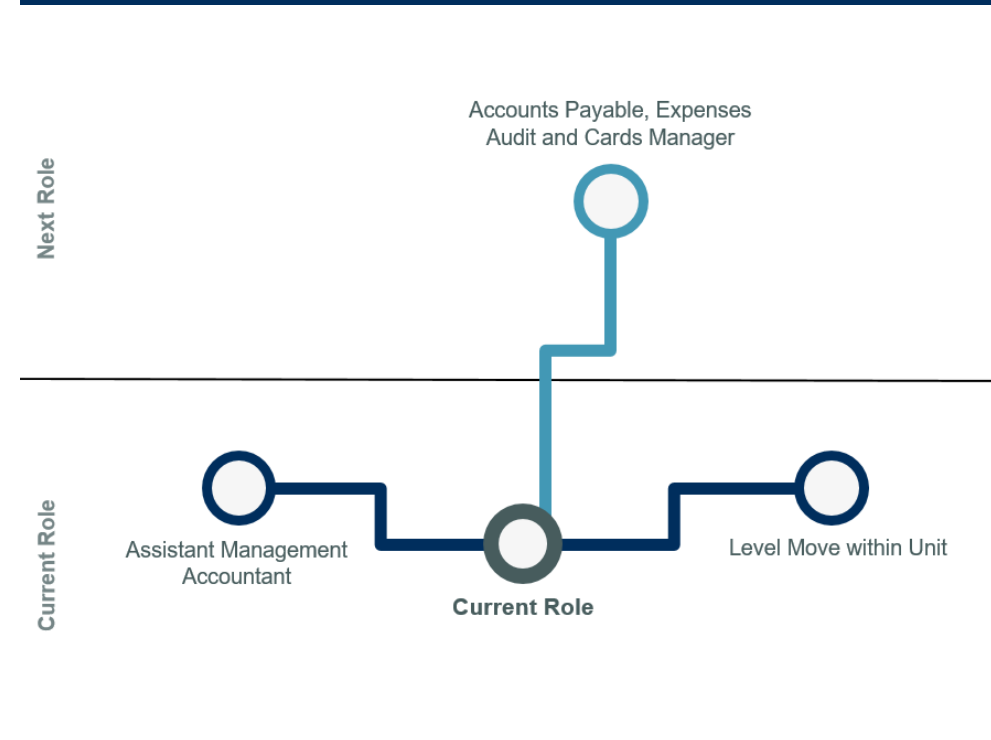
Authority and Scope

- Line management responsibility for up to 3 posts

Internal and External Communications

- Continual interaction with internal and external stakeholders across all elements of the Billing function to maintain effective relationships, resolve issues and provide advice, guidance and information

Potential Next Career Moves



Skills

- Accounting systems;
- Financial Reporting;
- Customer/Supplier relationship management;
- Analyse, interrogate and evaluate data;
- Specialist systems/ Databases (e.g. ERP, Oracle);
- Microsoft Office Suite

Qualifications, Knowledge and Experience

- Essential**
- Experience of working in a transactional finance Billing function;
 - Understanding of the interrelationship of finance functions and processes which support the business;
 - Staff management experience including the organisation and prioritising of work to achieve deadlines

- Desirable**
- A Business Administration qualification to level 3;
 - Familiarity with central government financial regulations and processes;
 - Project management experience;
 - Knowledge of Oracle projects and ERP systems