**Job title:** Billing Administrator

**Responsible to:**  Billing Team Leader

**Accountable to:** Credit Control and Billing Manager

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**Our Values**

## Fulfilling Lives is our core purpose

## Every one of us makes a difference is the belief that drives us

## Caring, Passionate and Teamwork are the values that underpin everything we do

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## Job Summary

To provide efficient and accurate Billing for all our customers. This includes the raising of invoices and credit notes in respect of Local Authority placed residents as well fully self- funded residents.

Excellent communication skills are a prerequisite as the role requires maintaining positive and effective relationships with divisional and finance stakeholders, in addition to Care Home colleagues. The successful candidate will be able to demonstrate the ability to work in a high control environment, focussed on reducing risk to Care UK whilst maintaining lean and effective processes. Operating in a rapidly growing environment they need to be able to welcome and actively participate in the management of change and help drive improved customer service.

### Key Responsibilities

* Raising invoices for Residential customers including Contract, Local Authority and privately funded beds
* Ensuring the accuracy of customer accounts and ensuring all balances reflect the latest transactions
* Ensuring transaction processing is performed in the most efficient manner
* Reconciliation of all invoices raised
* Responsible for ensuring that all transactions raised are approved in accordance with the Authorisation Matrix
* Liaising with Homes Administrators and Managers to ensure accurate invoices are issued
* Liaising with customers (including residents relatives) to resolve any account queries to mutually acceptable outcomes
* Liaison with Credit Control team, Care Homes and Regional Directors to ensure that any account queries and outstanding issues are resolved promptly in order to prevent delays to Billing cycles
* Assist the Credit Controller in monitoring sales ledger balances and in resolving account problems to ensure timely settlement of debts due to the company
* Work as part of the team and support colleagues where necessary to ensure that all invoicing is completed on a timely basis
* Provide feedback and escalate when necessary where Billing processes and procedures are not followed properly
* This list of key responsibilities is not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required

### Health and Safety

As an employee of Care UK, the post holder has a duty under the Health and Safety at Work Act 1974, to:

* Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.
* Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures of the organisation, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.
* To ensure that adequate measures are taken to protect the health and safety of all staff including the maintenance and upkeep of a safe environment.

**Data Protection**

The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act and the company’s ISO27001 accreditation.  This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorised persons or organisations as instructed.

* This list of duties and responsibilities is by not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.
* This job description is subject to regular review and appropriate modification.

I confirm I have read and understand this Job Description

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| --- |
| **Name of postholder** |
| **Signature**  |
| **Date** |

##### Person specification

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| --- | --- | --- |
| **Criteria** | **Essential** | **Desirable** |
| Qualifications |   | * GCSE
* AAT/Finance related qualification
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| Experience | * An appreciation of the impact of billing on the customer
* Experience of managing time effectively, meeting objectives and deadlines
* Experience in a data entry/administrative capacity
* Experience providing excellent customer service
 | * Previous Sales Ledger knowledge
* Experience within a finance team
* Experience of raising invoices
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| **Technical Skills** | * All Microsoft packages including Excel
 | * Experience of Agresso
* Knowledge of CareSys
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| **Personal Qualities** | * Self-motivated and proactive approach to work
* Good communication skills both written and verbal
* Copes well under pressure whilst working to tight deadlines
* Conscientious, high attention to detail with ability to see tasks through to completion
* Methodical, analytical and logical approach
* Able to demonstrate use of initiative
* Confident and able to provide help and support to other colleagues and customers
* Able to maintain privacy and confidentiality
* Commitment to personal development and the acquisition of new knowledge and skills
* Able to maintain privacy and confidentiality
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