

Role and responsibilities

Identity

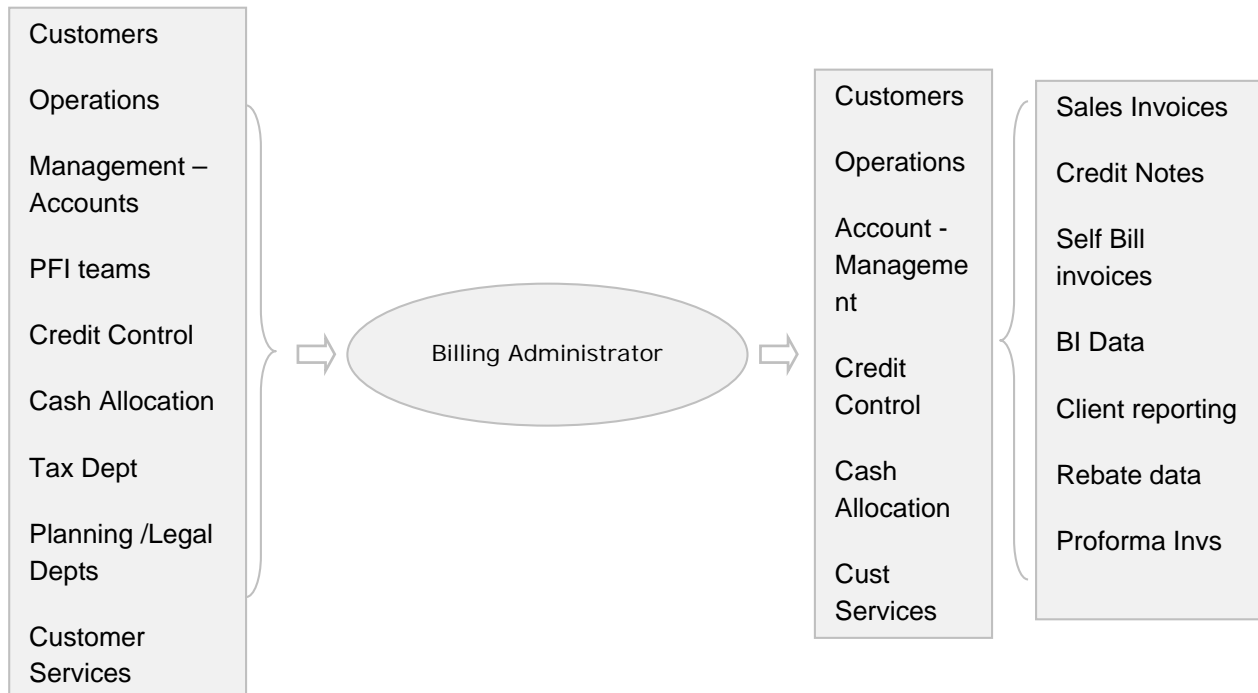
Position title	Billing Administrator
Date	December 2015
Line Manager title	Billing Manager
Grade	13

Purpose

(the 'why' of the position, within which limits and according to what objectives)

Why	To provide a fully compliant sales invoicing solution for SUEZ UK per Internal (Codis) & External (HMRC) regulations. To provide a full administrative service in relation to service contracts and key client data on behalf of our Logistics Corporate account portfolio. This includes access to all Logistics branches / sub contract branches to ensure continuity and accuracy of client data for invoicing and client reporting via Business Intelligence suite. To provide administrative services for our Processing and Material Sourcing divisions where client contracts require specific technical assistance.
Within	The scope of Suez Environnement's Financial P & P's
According to	The strategy of the Finance Department & the targets set out by Billing Management team for compliance and accuracy to ensure accurate invoicing / reporting to meet individual client needs as specified in their contracts.

Key stakeholder interaction network



Ideal candidate experience

Background / Experience – minimum of 1 years experience in finance administration or be studying / qualified as AAT member. Administrative experience or good standard of Maths / English / ICT at GCSE / A level. The ability to plan and prioritise workflow

Specific Knowledge – Computer skills (MS, Excel - essential). Working knowledge of financial software (desirable)

Business understanding – good financial skill set and understanding of VAT compliance, sales ledger invoicing (all desirable)

Compliance – understands the need to operate in a compliant manner whilst at the same time meeting individual client's data / invoicing requirements.

Customers (external and internal) – experience of communicating with internal & external customers through all mediums.

People – open communication skills, experience of building successful business relationships. Excellent communication skills both written and verbally at all levels. Effective team player

Area one - People

Details	Delivery measure
<ul style="list-style-type: none"> To operate an open and inclusive communication style that builds environment of TRUST; To foster positive working relationships with operational colleagues and external client group Share best practise with colleagues on the processes within the department & train new starters as required (there being no specific Billing training available on MM/CS3/CLEAR) Share knowledge with operational colleagues to ensure best practice in all relevant areas 	<p>Capability and consistency of Billing team</p> <p>Consistency of data administration</p>
In order to	maximise employee engagement to deliver excellent customer service

Area two - Customer Relationship

Details	Delivery measure
<ul style="list-style-type: none"> To administer customer contract matrix to ensure all customers within portfolio have correct and up to date contract services in Clear To produce on timely basis internal and external customer reports for client & account management team and issue direct to client invoice and bespoke data reports as agreed (to include development of bespoke reports and amendment where business changes demand them) 	<p>Achievement of Suez and Billing departmental SLAs and KPIs</p>
In order to	provide all contractual data to deepen customer relationship

Area three - P&L Optimisation (Margin & Cost Integrity)

Details	Delivery measure
<ul style="list-style-type: none">• To pro-actively ensure that all data is recorded accurately on SUEZ UK IT systems and databases to maintain accuracy and completeness of information stored on information systems and eliminate erroneous costs due to poor information.• Liaising with clients to ensure changes to their business are reflected in billing & reporting mechanisms• Regular reconciliation of client invoice data prior to issue to ensure accuracy of data held in Clear.• Delivery of client service data per contractual requirements• Working knowledge of all Suez UK billing platforms.• To pro-actively administer the credit note process, ensuring only genuine credits are raised and are compliant to Suez internal and HMRC rules.• To pro-actively administer the self bill procedure to ensure compliance to HMRC and Suez UK internal rules.• Understanding & implementation of regulations in regards to VAT & LFT per HMRC to ensure compliance of invoicing.• To administer price increases in Clear either via WINDEV / Clear software functionality or manual process.• To administer client contract data in Clear to ensure accurate invoicing and client data submission.• To ensure individual client invoice & data requirements are recorded centrally to provide continuity of data services.• Understanding of subcontract processes to ensure contract data created / amended in Clear accurately calculates service / disposal accruals so that supplier invoices can be automatically paid and client charged accordingly.• Collaborating with Credit Control to aid in collection of cash.• Use of multiple software packages to create data files to load to external web based sites for control of e-invoice & report data. Manage, maintain and monitor data files to reflect changes to the operational business.• Creation and management of Clear invoice runs to minimize unbilled revenue & maximise invoiced revenue.• Monthly review & optimisation of runs to ensure month end process is achieved using dummy invoicing test databases.	<p>Achievement of Suez and Billing departmental SLAs and KPIs</p> <p>Achievement of Suez and Billing departmental SLAs and KPIs</p>

<ul style="list-style-type: none"> • Checking of Clear errors and resolving via branches / sites if required, if not escalation to Clear Compliance team. • Proactively fixing errors to ensure maximisation of invoiced revenue, highlighting said errors to relevant branch administrators and advising cause & giving training to minimise future issues. • Resolution of intercompany ticket & contract errors, communication/training operational colleagues on root causes to minimize ongoing IC errors. • Any other duties that are reasonably requested within the scope of the job-role. 	
<p>In order to</p>	<p>achieve accurate invoices and data so to maximise cash collection to clients agreed credit terms along with compliance to client contractual agreements.</p>

Please note

1. In line with our Values and Ethics Charter, the job holder is expected to:
 - Act in an honest, responsible and respectful manner to others.
 - Be responsible for their own professional conduct.
 - Comply everywhere and in all circumstances with the laws and regulations connected with their activities.
 - Comply with our obligations to other parties such as shareholders, associates, clients, suppliers and the community.
 - Ensure the health, safety and wellbeing of employees, customers and other personnel at all times.
2. The content of this job description reflects the main duties and responsibilities of the job and are not intended to form part of the contract of employment. SUEZ may revise the content of the role and responsibilities at its discretion.