

JOB TITLE:	Group Billing Supervisor
Reports To:	Head of Transactional Services
Department:	Finance
Contract Type:	Permanent
Location:	London or Liverpool with hybrid home working

About us

Charterhouse delivers technology solutions that drive business success. We have established an industry-wide reputation for pushing the boundaries of technology for over 27 years. Delivering integrated solutions to companies throughout the UK, and internationally, we have built a reputation for forming strong and long-lasting partnerships with our customers. We offer genuine value to our clients and strive to exceed expectations in everything we do.

We are looking for talented and highly motivated people. We understand that the key to our success is our people. For this reason, we are committed to attracting and retaining the best possible candidates. Therefore, we offer a fun, innovative and a fast-paced environment where career development, reward and recognition are a priority.

If you want to join a multi award-winning business, passionate about technology and its customers, credible in the market with a stimulating working environment - then we want to speak to you.

Our Vision

Excellence in converged voice and data solutions; creating strong strategic partnerships and delivering a great client experience from a stimulating working environment.

Our Values

Respect, Responsibility, Teamwork, Commitment, Excellence and Passion.

Role Purpose

Charterhouse Group are at a critical stage in their development - having acquired 5 separate businesses in the last year alone - and are undergoing significant investment in internal systems and infrastructure to best enable the organisation as a whole to take advantage of the opportunity ahead.

The Billing Supervisor is a new role within the finance function that is critical to this development. There will be a specific focus on billing efficiency and accuracy, but this role will carry responsibility for ensuring that all billing requirements are completed on a timely basis every month.

Job Description

Working alongside the Billing analysts, you will be responsible for overseeing the group billing process, with particular focus on managing the monthly bill run in an accurate and timely manner.

You will enjoy striving to make process improvements to enhance billing accuracy and efficiency but will balance this with the need to ensure that billing is completed and released on a timely basis each month. The role will take ownership for ensuring all aspects of the billing operations are managed effectively, with appropriate KPI based reporting to aid understanding of operational and business performance.

This is an extremely busy role and quickly forming excellent working relationships with customers, suppliers and colleagues will be key.

Duties and Responsibilities

- Identify and suggest improvements to end-to-end process to deliver a timely invoice to our clients. Assess and enhance the quality of invoice detail provided to clients with the aim of reducing subsequent queries.
- Integration of acquired companies billing processes and bill runs.
- Oversee the aBILLity bill run in a timely manner. This includes assisting the team to ensure CDRs/SDRs are received and imported, clearing rejects, reconciling issues, running reports and checking profitability.
- Signing off on Voice and Data supplier invoices, using appropriate validation and approval criteria, including aBILLity and CRM contract information.
- Managing annuity reports to ensure completeness of billing. This also includes liaising with various departments to resolve queries as they arise.
- Ensuring any annuity invoices have the correct deferral, nominal coding and payment terms to ease accounting and collection requirements.
- Creating and running billing reports to help understand business and operational performance.
- Reducing credit note volumes through root cause analysis and ensuring credit notes are only raised with appropriate approval and following assessment of revenue recognition impact
- Dealing with customer queries (internal and external) in an effective and customer orientated manner.
- Supervising the billing team and working with the Head of Transactional Services to set goals and objectives.
- Exception and reconciliation reporting to ensure all invoices are raised in a timely basis.

Required Competencies (Skills, Knowledge, Experience and Attitude)

- MS Dynamics CRM/Great Plains
- aBILLity system/other telephony billing system
- Experience of running complex bill runs in a telecoms environment
- Team supervision

Personal Attributes

- Ability to prioritise effectively and manage conflicting objectives to see things through to a positive conclusion
- Clear and efficient communication skills
- Ability to work collaboratively and drive change
- Resilience and ability to thrive in a constantly changing, fast-paced environment
- Strong supervisory skills