

Agency Managed Billing Officer

Operations > Supported and Temporary Housing

What's it all about

In supported housing our managing agents are charities who support some of the most vulnerable residents in our communities. This role will provide a proactive billing service to ensure the financial viability of our partnerships.

How you'll make a difference

You'll provide an efficient billing service which allows our managing agents to spend more of their time supporting vulnerable residents.

How you'll do it

- Working in the business development team in supported and temporary housing and partnering with operational teams to provide excellent customer service to our managing agents.
- Provide prompt and accurate invoicing to our managing agents in a compliant manner.
- Manage the debt recovery procedure for managing agents alongside the finance department.
- Monitor and report on financial performance against the budget.
- Carry out administrative functions to support the billing of managing agents.
- Co-ordinate the service charge setting, collation, and approval process with the managing agents.
- Reconcile management accounts to ensure costs are accurately allocated to the responsible party.
- Analyse data to identify and flag trends which may impact on financial performance.
- Support colleagues in your team with billing and associated processes for other external partners.

- Ensure that you follow and keep up to date with all relevant Notting Hill Genesis and statutory policies and related procedures including health and safety and financial regulations.

All about you

Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. Please [refer to the framework](#). This role is at **staff** level.

Essential knowledge, experience and skills including qualifications and professional membership

- Intermediate IT and systems skills including Microsoft office
- Proven ability to manage invoicing in a compliant and accurate way
- Experience dealing with external customers and providing excellent customer service
- Experience analysing data to produce clear and useful information.
- Detail focused, with the ability to ensure accuracy and strict compliance with policies and procedures.
- Highly organised with strong problem-solving skills, focused on delivering effective solutions.