

Role profile:

# Billing Assistant



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# About Bruntwood

At Bruntwood, we are led by one purpose: Creating Thriving Cities. Our deep connection with the cities we work in sets us apart; and for more than forty years, everything we have achieved has been with this purpose in mind.

We create buildings, workspaces, innovation, retail, tech and science facilities that are connected, balanced, sustainable and inclusive. Places people want to live, work and play in.

We aim to reflect the communities we work in. Welcoming diverse opinions, creative ideas and talent enables us to understand our customers and communities better, and see the world a little differently.

We're also committed to investing in areas where our expertise can have the most impact, with around 10% of annual operating profits going to local causes, both directly and through the Oglesby Charitable Trust. Proud supporters of the arts, we work alongside many organisations to elevate arts and culture across our cities, such as Manchester International Festival, as well as The Royal Exchange on the Bruntwood Prize for Playwriting.

***This role is based in our [Union](#) office in the centre of Manchester - complete with an onsite gym, coffee shop, cycle hub and more.***

# Shape your World

Everything we do comes down to our five values. In practice, these will mean something unique to every person at Bruntwood, but if you're considering working here, give them some thought. They've been at the heart of our story for over 40 years. Take a look at our [video](#) to find out more

We really believe that if you're brilliant to work with, you deserve brilliant things in return - from the big important stuff like up to 8% matched pension, 25 days holiday,

private healthcare and enhanced maternity and paternity leave. Through to the "small perks" that help you out with the little things that matter just as much. At Bruntwood we might work hard, but we have the benefits and rewards in place to help you find that balance and enjoy life too.

**So, work with us and  
shape your world..**



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**Dream &  
deliver**



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**Never sit on  
the sidelines**



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**Be creatively  
commercial**



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**Pay attention  
to detail  
(it matters)**



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**Be brilliant  
to work with**





# Role Profile

## The role: Billing Assistant

Salary: £23,400 - £25,000

Within this role you'll ensure everything to do with billing our customers is running smoothly and you'll be a port of call when things go wrong or the process falls down for colleagues and customers.

### What you'll be doing:

- In this Billing Assistant role, you will be responsible for ensuring that your allocated customer base is accurately billed & released and reconciled from the data in our systems.
- Activating and determining leases and licence deals in our billing system in a timely manner and raise the necessary invoices and credit notes.
- Process changes to leases and licence deals to ensure that our billing & finance systems are updated accordingly.
- Be Responsible for checking all billing data and raising quarterly and monthly bills as well as dealing with ad hoc billing requests.
- Working closely with our Asset Managers, Sales and Lease Transaction teams' to ensure our system data outputs are correct and report on any issues.
- Maintaining & building strong working relationships your internal & external customers
- Ensure that you are communicating and documenting customer billing queries in a timely manner and able to provide prompt resolutions.
- Work closely with our Finance Support, Credit Control & Cash Teams on all things billing that require a collaborative approach to resolve.
- Work with the Billing Manager and the wider team in looking for opportunities to improve our ways of working and drive improvements.

### What we're looking for:

- You will be an excellent communicator and able to build strong working relationships.
- You will be organised and have excellent attention to detail
- You will be confident using different IT systems and applications ie Excel.
- Thrive in a busy and fast paced organisation and respond positively to change
- Someone who is a vibrant and confident team player.
- Previous experience of working in a previous billing role would be desirable, but not essential.

# Benefits of working with us

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## Ways of Working

- We understand the importance of work-life balance, so whilst we are primarily an office-based culture (it's what we do!), we also want to encourage flexibility and agility where possible. Our colleagues make use of our different spaces and find lots of ways to collaborate which enable them to find the balance that brings out the best in everything they do.



## Holiday

- **25 days holiday** - plus your birthday!
- **Buy & sell** more holidays if needed
- **Sabbatical** of up to 12 months so you can take a career break after five years with us



## Money

- Up to 8% matched **pension scheme**
- **Enhanced maternity & paternity leave** - plus baby bonus!
- **Discounts & cashback** at leading retailers
- **Life assurance** / death in service
- **Rewards** for long service



## Health

- **Employee Assistance Programme** - 24/7 access to mental health, legal & financial support, including counselling
- **Free healthcare cash plan** for all colleagues so you can claim back medical expenses like optical, dentist & physiotherapy. We also offer
- **Free private healthcare** cover on an opt-in basis
- **Fitness classes**, free gym spaces & gym discounts
- **Healthy breakfasts** in our offices



## Development

- **24 'Bruntwood Cares'** volunteering hours per year
- **Learning sponsorship**
- **Interest free learning loans** up to £2000 to pursue your passions
- **Mentoring scheme**



## Travel

- **Interest free travel** to work loans
- **Cycle to work** scheme
- **Car park** discounts

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[bruntwood.co.uk](https://bruntwood.co.uk)