ROLE PROFILE – Contractor Support Administrator (Accounts Payable) GRADE - B

Salary Range - TBC

| ROLE | Accountabilities | Expertise | **Competences** |
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| * A Contractor Support Administrator is responsible for the accurate and timely processing of contractor invoices, managing payment queries, and maintaining strong relationships with contractors. The role involves administrative support for logistics payments, inbox management, and reconciliation of statements using Excel. This position ensures smooth financial operations while supporting the Contractor Management team in delivering efficient payment processes.

**REPORTS TO**:* Accounts Payable Team Leader

**Relationships:**Internal* Contractor Management team
* Customer Solutions Centre
* Accounts Payable / Finance
* Other RAC business units

External* Contractor network
 | **KEY OUTPUTS**:* Process contractor invoices accurately and efficiently, ensuring compliance with company policies.
* Act as the primary point of contact for contractor account queries.
* Address and resolve payment-related issues promptly.
* Efficient processing of payments and queries.
* Clear communication with contractors to maintain audit trails.
* Use Excel to reconcile contractor statements and payments, identifying and resolving discrepancies.
* Support the Accounts Payable Team Leader with ad-hoc financial tasks
* General administrative support.
 | **SKILLS & KNOWLEDGE:*** Proficiency in Microsoft Excel (pivot tables, VLOOKUPs, basic formulas)
* Good knowledge of the ICAD system.
* Experience of working in a customer service and/or finance team.
* Strong administrative and organizational skills with high attention to detail
* Effective communication and interpersonal skills.
* Ability to build and maintain professional relationships with contractors.
* Problem solving skills.
* Excellent communication skills, both written and verbal.

.. | **EXPERIENCE**:* Demonstrable record of previous Administration activity
* Strong customer service skills
* Strong Microsoft Excel knowledge
* Previous experience in accounts payable, finance administration, or a similar role
* Strong numerical and data-entry skills

**COMPETENCE*** Building Relations – Level 2
* Achievement Driver – Level 2
* Team Working – Level 2
* Judgement & decision making–Level3
* Commercial Awareness – Level 2

**Hero Values*** **Handle it Together**
* **Exceptional Service**
* **Raise the Bar**
* **Own It**
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