|  |  |  |  |
| --- | --- | --- | --- |
| Role Title: Operational Support & Reporting Adviser | | Date: 26/09/2024 |  |
| Role Code: C | | Business Unit: Business Roadside Finance |  |
|  | |  |  |
| **Role** | **Need to Do** | **Need To Know** | **Need to Be** |
| **Role Purpose**:  Working within Business Roadside Finance the role is directly responsible for the creation and delivery of accurate daily, weekly and monthly reporting to Billing & Collections and other associated departments in a timely manner.  To be the key contact point for all Billing & Collections reporting and processes relating to uploads to the financial systems; supporting activities which enable the effective operation of the B&C department; liaising with subject matter experts and stakeholders.  To provide information as required in relation to the day to day delivery of business activity and priorities  To identify opportunities for improvement, working with the Transformation Manager to evaluate these opportunities and lead / assist with the development, test and deployment of any changes  **Role Dimension (Financial/Non financial):**  **Financial**  Supporting the Billing & Collections department who have overall responsibility for production of invoices and collection of payments of over £300m per annum  **Non financial**  Will support Billing & Collections and the overall Transformation Team portfolio, working closely with Billing & Collections, Finance and product owners.  The role is hybrid  **Reports to:**  Transformation Manager  **Relationships:**  Finance, including Accounts Payable, Treasury and divisional business partners.  Account Managers and Business Managers  Implementation Team  IT and system specific support teams  Billing & Collections team  External partners, consultancies and suppliers e.g. TCS, DD suppliers | **Role is responsible for:**  Report Generation  Create and deliver detailed reports and dashboards for all reporting required by Billing & Collections, and other business units as appropriate. Including, not limited to:   * Daily, weekly, monthly debt reporting from Agresso * Daily, weekly, monthly reporting from Crystal * Daily, weekly, monthly reporting of financial transactions for analysis * Daily, weekly monthly reporting of telephony statistics   Operational Support  Providing support to enable the Billing & Collections department to operate effectively. Including, not limited to:   * Act as a Subject Matter Expert for Agresso providing training and support as appropriate * Invoice / credit production e.g. upload of files to Agresso * Direct Debit submissions * Creation / maintenance of departmental trackers * System reconciliations   Supporting new implementations and change   * Set up and provision of new accounts in Agresso * Build, test and implement client specific invoicing processes based on existing methods e.g. LG04 * Takes responsibility for new technical deliveries – including testing and deployment – for activity which sits outside of the core automated systems / processes * Work closely with business teams to understand, clarify and challenge requirements to provide tailored solutions * Ensures that deliverables are tracked and implemented within agreed timescales   Governance  Maintain thorough documentation of reporting processes and methodologies for transparency and reproducibility   * Production and maintenance of documentation relating to existing reports, including operating procedures and training guides as necessary * Production and maintenance of documentation, including change control, relating to any new delivery implemented as part of a BAU change * Decommission of any legacy processes / reports * Establish and maintain a process for managing business requests according to priority and benefits   Continuous Improvement  Identify opportunities for process improvements in data collection, analysis and reporting   * Stakeholder management at various levels * Identify opportunities for change to deliver business benefit * Leads on the evaluation and analysis of technical delivery, identifying opportunities and risks associated to them * During development ensure the appropriate level of testing is carried out and approved * Supports and maintains effective relationships with suppliers & internal teams across the portfolio | **Skills/Knowledge /Experience**  - Educated to A level standard or have the relevant business experience.   * Advanced Excel user and the ability to use Excel to integrate with RAC systems, primarily Agresso * Some experience in programming language, ideally VBA and SQL * Excellent keyboard skills and proven experience in standard packages of Word and PowerPoint. * Excellent planning and communication skills.   - Ability to work on own initiative and be proactive   * Ability to prioritise and work to deadlines * A proven record for delivery, driven to maintain quality even when working to aggressive timelines.   - Reliable and able to complete work to a high standard of accuracy and to tight deadlines.  - Confident and able to effectively handle contacts at all levels within the Organisation, both internally and externally  **Personal Attributes:**  - Strong communicator  - Ability to work under own initiative  - Good team player  - Organised  - Positive ‘can do’ attitude  - Ability to manage a number of tasks at one time  - Enthusiastic, dedicated & driven to succeed | **Capabilities/Strengths:**  **Core competencies:**  Team working 2  Continuous Improvement 2  Judgment & Decision Making 2  Building Relationships 2  Achievement Drive 2  Interpersonal and influencing skills 2  Customer Focus 2  Leading Change 2  Need to exhibit behaviours consistent with RAC core values: |

