



# Billing Support Administrator

Candidate Briefing Pack





Dear Candidate

Thank you for your interest in becoming a Billing Support Administrator at The Children's Trust.

The Children's Trust is the UK's leading charity for children with brain injury. We are unique, with an international reputation for the work we undertake to improve the lives of the children and families with whom we work.

We provide information and support to thousands of children with brain injury and their families annually, through education, care, therapy and research. We provide expertise and experience in meeting the needs of children and young people with acquired brain injury, neuro-disabilities and complex health needs.

As the Billing Support Administrator, you will report to the Billings & Contracts Officer.

You will be a natural and enthusiastic leader, able to support a high-performing team.

This is a chance for an outstanding candidate to make a significant and lasting difference to the lives of thousands of children and families.

Kind regards

**Steve Harris**  
**Finance Director**





## The Charity

The Children's Trust is the UK's leading charity for children with brain injury and neurodisability.

The charity provides rehabilitation, medical care, special education, community services and expert information.

Our key services are:

- Rehabilitation for children with Acquired Brain Injury (ABI)
- A non-maintained special school, with associated residential houses for children with complex education, health, therapy and care needs
- Online information and support via our Bumps Happen hub and publications.

Our residential services based at our national specialist centre in Tadworth, Surrey, work in partnership with the NHS and local authorities to provide a step-down pathway of care between hospital and home. The centre is entirely child and family focused to ensure that their needs are appropriately supported.

In the community, we provide clinical support to complement local services and give children and young people with ABI the best chance of succeeding at home and in school.

We are the only paediatric centre with a national specialised commissioning contract (through NHS England) to provide brain injury rehabilitation for children with severe brain injury. Our other services are funded through local health commissioners (such as clinical commissioning groups), social care and education authorities, together with the millions raised through voluntary fundraising.

Thanks to the generosity of The Children's Trust's supporters, our 24-acre Tadworth site features a modern hydrotherapy pool, accommodation for parents, specially adapted equipment, a nature trail and soft play areas.

We run a non-maintained special school for children with complex education, health, therapy and care needs with associated residential houses. The Children's Trust School supports children and young people from 2 - 19 years old and is dual-registered with the Care Quality Commission (the school residential houses) and Ofsted Education.

The Children's Trust is a charitable organisation with approximately 500 committed staff and over 1,000 volunteers with a range of expertise across nursing and care, education, therapy, retail, operations and centralised support functions such as finance, HR, fundraising and communications.





## Description

<b>Job Title</b>	Billing Support Administrator
<b>Reports to</b>	Billings & Contracts Officer
<b>Direct reports</b>	None
<b>Level</b>	N/A
<b>Location</b>	Tadworth, Surrey
<b>Salary</b>	£14,742 per annum (pro rata to FTE £24,570 per annum)
<b>Hours of Work</b>	22.5hrs per week (0.6 FTE)
<b>Working Pattern</b>	Monday to Friday Support Staff core hours are between 08:00 – 18:00
<b>Hybrid Working</b>	At least 3 days a week on site at Tadworth, Surrey.
<b>DBS</b>	Enhanced with Children's Barred List

## Job Purpose

The Billings Support Administrator will be responsible for supporting the essential work of billing and credit control. You will work closely with the Billings & Contracts Officer to review processes and identify areas of improvement. We are seeking an enthusiastic and engaging individual with excellent communication skills and the ability to liaise and communicate to a wide range of audiences. The post holder will be a team player with a collaborative and flexible working style and be able to work under pressure to tight deadlines to see projects through to completion.

## Duties and Responsibilities

### Sales Ledger & Billing

- Supporting the process of billing admin including interface with finance systems
- Monthly billing or as required according to CYP contracts
- Allocate received cash to invoices in the Finance system
- Ad Hoc invoicing

### Help maintain an accurate billing sheet

- Pursue debts over 30 days
- Send out all copy invoices as and when required
- Proactively resolve issues and queries
- Ensure the month end cut off deadlines are met
- Ensure risk is identified and captured, assessed, adequately mitigated, and reported/escalated where appropriate



### **Management of self and others**

- Develop and maintain strong relationships with key internal stakeholders including all budget holders.

### **Governance**

- Adhere to manual handling procedures and complete mandatory manual handling training.
- Promotes the health and safety of others.
- Uses the incident reporting and risk assessment system (IRAR), to identify and report risks and incidents/actions if directed.
- Responsible for identifying and mitigating risk within the work environment.

### **Professionalism**

- Takes action and raises concerns.
- Adhere to the policies and procedures of The Children's Trust.
- Maintain professional boundaries and professionalism at all times.
- Committed to demonstrating the organisations values and behaviours at all times.
- To undertake other or additional duties that are within your skills and abilities, as the organisation may reasonably require from time to time.

### **Health and Safety**

- Adheres to all Health and Safety guidelines, principles and regulations to perform your role and comply with The Children's Trust policies and procedures.
- Provide evidence of all vaccinations (or medical exemption) required for the post.
- Adhere to manual handling procedures and complete mandatory manual handling training.
- Promotes the health and safety of others.
- Uses the incident reporting and risk assessment system (IRAR), to identify and report risks and incidents/actions if directed.
- Responsible for identifying and mitigating risk within the work environment.

### **Wellbeing and Emotional Resilience**

- Maintains a positive approach and outlook when dealing with change and overcoming challenges and problems.
- Recognises own limitations, develops realistic goals, and uses support network resource when or if necessary.
- Treats challenges and problems as a learning experience.
- Remains organised and focused when under pressure.
- Responds appropriately and effectively to all constructive feedback.
- Motivates self and other.



## Organisation and Structure







## Person Specification

Selection Criteria:		Essential / Desirable
<b>Education &amp; Qualifications</b>	<ul style="list-style-type: none"> <li>• A Levels or equivalent</li> </ul>	Desirable
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Credit control experience</li> <li>• Experience of Microsoft Suite applications</li> <li>• Experience building relationships with key stakeholders</li> </ul>	Desirable Desirable Essential
<b>Skills &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>• Competence with Excel Spreadsheets</li> <li>• Competent writing and reporting skills</li> <li>• Be confident in carrying out reconciliations</li> <li>• Ability to work as a self-starter but also as part of a team</li> <li>• Attention to detail</li> <li>• Persistent and assertive</li> </ul>	Essential Desirable Essential Essential Essential Essential
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Commitment to the vision and values of The Children's Trust.</li> <li>• Flexible and 'can do' attitude to competing commitments in workload.</li> <li>• Highly motivated and reliable.</li> <li>• Ability to cope working in a demanding environment.</li> </ul>	All Essential



## Safeguarding

The Children's Trust is committed to safeguarding and promoting the welfare of children and young people. To achieve our commitment, we will ensure continuous development and improvement of robust safeguarding processes and procedures that promote a culture of safeguarding amongst our workforce.

The Children's Trust has policies on safer recruitment, the recruitment of ex-offenders and criminal record checks. Please refer to the People Team for further information. It is an offence to apply for a role in regulated activity with children and young people if the applicant is barred from engaging in regulated activity relevant to children and vulnerable adults.

## Equity, diversity & Inclusion

The Children's Trust is committed to achieving equity, diversity and inclusion (EDI) across all levels of the organisation. For further information,

see: <https://www.thechildrenstrust.org.uk/about/statement-equity-diversity-inclusion>

To help us achieve our ambition to give children and young people with brain injury and neurodisability the opportunity to live the best life possible, we want to accurately reflect the UK's diverse population. We want equity, diversity and inclusion to be at the heart of everything we do, and our people, services and culture to reflect the diverse needs of all. Through our diversity and inclusion strategy, we have made a commitment to increase the diversity of our charity and create an inclusive culture. We have networks across the organisation working to ensure that these aims are met - including an LGBTQIA2S+ group,

Ethnic Diversity Group, and Spark – our broad EDI group. [Read more about our EDI work](#)

We welcome applications from all who share our ambition regardless of background. We will strive to ensure that any reasonable adjustments are made in respect of interview and working arrangements.

## Our Promises

Our Promises capture our strengths and aspirations. They guide the way we act, interact and come together to achieve our goals. The journey we took to reach our Promises has been an important one. A highly collaborative and iterative process that has seen each word shaped by our people – our volunteers, employees, partners, trustees, and suppliers. Perhaps most importantly, at the core of this process are our children, young people, and their families. This journey has given us a critical opportunity to give children and young people a voice. As a result, our Promises have been genuinely enriched by them. That's because how we work and carry out our role is as important as what we do, and that's why as part of The Children's Trust, we all need to live by our five Promises.

