



Senior Billing Manager Belgrade

Hyperoptic is the largest 1 Gig residential broadband provider in the UK. Over the past 5 years we've grown from a small team of people with a simple idea, to a larger group of people executing the idea with a simple focus – efficiently bringing 1 Gig broadband to urban areas across the UK.

As we continue to evolve our strategy we are looking for people who believe in responsibility, intelligence, zeal, and excellence. If you're looking for an exciting challenge that is rewarding and enjoyable then read on....

The mission

Hyperoptic is more than just an internet service provider; it also installs its own fibre infrastructure into multi-occupancy buildings, bringing the UK's fastest internet speeds to users. Your mission will be to ensure that the billing systems and reporting solutions are compliant, reliable and stable; improving efficiency and operational ease of use.

Reporting Line

Reporting to Chief Financial Officer.

Responsibilities and duties will include:

- Ensure that billing systems are compliant with all regulations
- Responsible for incident and problem management for all components of the billing systems, ensuring issues are resolved quickly and reported / escalated
- Management and configuration of Dial Codes, Call Tariffs and Price Groups
- Identify billing issues, suggest solutions and report to relevant stakeholders
- Identify areas for improvement and recommend solutions; and get buy-in from senior stakeholders for large scale development items
- Own delivery of project initiatives, developments and releases
- Manage the prioritisation process and maintain billing department backlogs
- Manage risks and resolves issues that affect scope, schedule and quality
- Manage communication plans for any systems or process change; deliver training on new system changes
- Implement any new systems or processes into Billing Operations
- Ensure reconciliation between the network, CRM and the billing system, accurately reflecting customer products and any tariffs or discounts.
- Data check of billing information in the event of price changes or data migrations
- Drive improvements to billing process and accuracy to reduce revenue leakage
- Design and assist build Tableau / Jasper reports and automate production and release
- Strong data manipulation skills, able to identify discrepancies and validate data to ensure accuracy
- Owning and improving billing exception reporting; such as call rejects. Providing insight into root causes and making recommendations for improvement
- Maintaining Billing Process documents, establish and monitor controls
- Liaising with external auditors and providing supporting documentation and answering audit queries
- Adhere to billing and invoicing principles & regulations to ensure compliance with General Conditions set by Ofcom or other regulatory bodies

Candidate profile:

- ✓ University degree in a numeric, scientific or engineering discipline would be desirable
- ✓ Minimum of 2 years in similar role in utilities billing; with experience of leading business change and process improvement, providing key recommendations to stakeholders.
- ✓ Knowledge of Operational Support and Business Support Systems (OSS/BSS) (CRM / Billing)
- ✓ Experience with billing systems, rating engines and high volumes of data
- ✓ Experience of robust controlled and audited environments

- ✓ Working knowledge of Tableau / Jasper Reporting would be desirable
- ✓ Very good written and verbal English communication skills
- ✓ Very good Microsoft Excel skills, Vlookup, Pivot, SUMIF, CONCATENATE
- ✓ Highly analytical, good attention to detail and able to deal with large volumes of data
- ✓ Great problem-solving skills and ability to prioritise, multitask and communicate effectively.
- ✓ Good organisational skills and ability to work to deadlines

Hyper Standard: RIZE Values

Value	Responsibility	Intelligence	Zeal	Excellence
Principle	Make sure we act on our commitments	Use your brain at every opportunity	Demonstrate passionate determination	Quality separates us from the competition
Behaviour	Take ownership until what we've said will happen to customers, stakeholders or colleagues actually happens	Overcome challenges, ask questions & consider alternatives.	Go above and beyond to make things happen	Double check work & don't make the same mistake twice

The role will be based in Belgrade. The successful candidate will be offered a monthly salary and participation in a company incentive scheme.

If this role is of interest and you believe you've got what it takes to be a part of a fast-paced and energetic business, we'd love to hear from you. Please send us your CV: eta.sateles@jakalounge.com