



Creative Support Ltd, Head Office

Wellington House
131 Wellington Road
Stockport, SK1 3TS

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www.creativesupport.co.uk
recruitment@creativesupport.co.uk

Billing Team Manager

Reference: 96073

Finance Department, Head Office, Stockport Town Centre

Thank you for your interest in the above post, please find the specific role requirements and duties for this post detailed within this document. When completing the application form you may submit additional documentation, however we cannot accept a CV as a completed application.

Closing Date: 12 October 2026

Once you have submitted your application form, allow *10 working days* after the closing date for a response. Please return the application form by email to recruitment@creativesupport.co.uk or by post to Recruitment, Creative Support, Head Office, Wellington House, 131 Wellington Road, Stockport, SK1 3TS.

We are very much looking forward to receiving a completed application from you.

Yours faithfully

Recruitment Department

All employees are subject to enhanced DBS checks



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JOB DESCRIPTION – BILLING TEAM MANAGER

Head Office, Stockport Town Centre

Hours: Full time or part-time hours (minimum of 28 hours across at least 4 days).

Responsible to: Revenue Manager/Head of Finance

The Role: To manage and develop the billing team, ensuring excellent customer service and development and achievement of team performance KPIs.
To manage the invoicing and sales ledger accounts for designated services as assigned to your portfolio

Duties

1. To manage the overall performance of the billing team, ensuring excellent levels of customer service
2. To take ownership of invoicing within your portfolio with the assistance of the team of Billing Administrators and the support of the Revenue Manager
3. To actively lead on the management of sales ledger accounts within your portfolio, ensuring problems causing delays in payments are speedily identified and rectified
4. To ensure invoicing for all new contracts is set up in a timely and efficient manner
5. To work with each Billing Lead to develop and approve all invoicing data collection templates, to ensure that they collect and display clear and transparent data
6. To work with the Billing Administrators to ensure that invoicing information is received from services and invoices are produced accurately within the correct timescales
7. To ensure all electronic billing requirements are fully met, and to work with the Finance Data Team to follow all billing and portal processes
8. To liaise with Service Directors, Service Managers, Commissioners and the Revenue Manager to ensure changes to contracts and care hours are identified and accurate invoices are produced.
9. To work with the Billing Leads and Billing Administrators to ensure that any invoicing queries or anomalies are responded to in an efficient manner, within agreed KPIs
10. To manage, supervise, mentor and support the Billing Leads
11. To maintain good relationships with customers and colleagues and to represent the company in a professional and courteous manner at all times
12. To co-ordinate with the Credit Control team and the Allocations team, to ensure queries are resolved in a timely manner and anomalies are rectified to avoid any re-occurrence
13. To input financial data into spreadsheets, reports and Accounts Software to ensure that both the computerised and manual filing systems are up to date and to archive documents when required

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14. To ensure a prompt, courteous and professional response to all phone and written enquiries
15. To understand, input and download data from 3rd party billing portals
16. To assist colleagues in analysing and collating data as required
17. To deputise for colleagues when needed
18. To file correspondence and other paperwork

Other Responsibilities

19. To accept regular supervision and appraisal
20. To carry out all work undertaken in a manner that reflects the charitable aims and values of Creative Support
21. To comply with and to implement the Equal Opportunities Policy
22. To maintain confidentiality at all times in accordance with Creative Support's Policies, GDPR and the Data Protection Act
23. To work with your manager to establish your current training needs and requirements
24. To observe all company policies, procedures and guidelines for good practice
25. Any other duties as required

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PERSON SPECIFICATION – BILLING TEAM MANAGER**Head Office, Stockport Town Centre**

	QUALITIES AND SKILLS REQUIRED	How Assessed	Essential/ Desirable
1	2 years working within in a finance environment (or a graduate level qualification plus at least one year finance work history)	Application & Interview	Essential
2	Ability and willingness to develop and implement KPIs focussed on customer service, accuracy and management of arrears	Application & Interview	Essential
3	Ability to manage team performance	Application & Interview	Essential
4	Experience of supervising members of a team	Application & Interview	Desirable
5	Experience working within a sales ledger team raising invoices and resolving queries	Application & Interview	Essential
6	Ability to resolve complex invoicing queries and problems.	Application & Interview	Essential
7	Ability to organise and prioritise a busy workload in line with deadlines and to work unsupervised	Application & Interview	Essential
8	Familiarity with computer software, particularly MS Office, including Microsoft Excel, and Accounts software	Application & Interview	Essential
9	Ability to use and maintain accurate records within spreadsheets and databases and accurately enter data	Application & Interview	Essential
10	Good verbal and written communication skills, plus ability to communicate clearly by telephone	Application & Interview	Essential
11	Ability to work collaboratively as part of a team	Application & Interview	Essential
12	Ability to follow established processes and work independently	Application & Interview	Essential
13	A good standard of written English and numeracy	Application & Interview	Essential
14	Willingness to participate in regular supervision with line manager	Application & Interview	Essential
15	A flexible and responsive approach to working in accordance with peaks in workload and reporting deadlines	Interview	Essential
16	Willingness to attend training courses and events	Interview	Essential
17	Commitment to our charitable aims/values and to equality and diversity	Interview	Essential

TERMS AND CONDITIONS – BILLING TEAM MANAGER

Head Office, Stockport Town Centre

Salary:	Up to £35,197 per annum	
	Point One:	£33,520 per annum
	Point Two:	£34,066 per annum
	Point Three:	£34,632 per annum
	Point Four:	£35,197 per annum
Please Note: <i>Our pay date is the 15th of each month (or the Friday before if this falls on a Saturday or Sunday). You will be paid in arrears for the previous 4/5 weeks, dependent on your starting date within the month. Starting pay points are allocated upon commencing the role based on criteria inclusive of experience, current specialism, salary and qualifications.</i>		

Hours of Work:

You will work 37.5 hours per week, Monday to Friday. Hours of work are 9am till 5pm to be worked flexibly dependant upon the requirements of the organisation and the department. Part time applications will be considered subject to a minimum of 28 hours per week across at least 4 days.

The role is 100% office based.

Holidays:

25 days plus 8 statutory days pro rata.

Birthday Holiday Bonus:

One additional day (pro rata for part time employees) additional leave to be taken two weeks either side of your birth date. If you do not take this additional day within that period you will lose this entitlement for that year. Staff who are on maternity, paternity, adoption and sick leave at the time of their birthday will be entitled to take this additional leave upon their return to work.

Disclosure Checks:

All appointments will be subject to DBS enhanced disclosure and ISA checks.

Probationary Period:

The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed.

Probationary Bonus:

After the probationary period has been satisfactorily completed your further employment will be confirmed. Upon successful completion of your probationary period you will be entitled to a one off £100 bonus pro rata (subject to tax), providing all induction processes have been completed satisfactorily and upon completion and submission of you end of probationary review paperwork.

Sickness Policy:

Creative Support operates a discretionary company sick pay benefit scheme which is for the purposes of preventing hardship during times of serious illness. The eligibility criteria and conditions for payment of Company Sick Pay (inclusive of SSP) are shown in the Employee Handbook. You may be eligible for Company Sick Pay benefits subject to compliance with these criteria as follows:-

- Creative Support pay SSP for the first three days of **any** sickness absence.

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- First twelve months service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Twelve months to twenty four months service - Up to a maximum of four weeks at full pay.
- Twenty four months plus service - Up to a maximum of eight weeks at full pay followed by four weeks at half pay.

Pension:

Creative Support operates an auto-enrolment pension scheme with the People's Pension.

Life Assurance:

Staff become members of a non-contributory group life assurance scheme after 6 months of employment. This scheme provides a death in service benefit of two times annual salary. Participation in this scheme is subject to the rules of the scheme as amended from time to time. We reserve the right to discontinue, vary or amend the life assurance scheme at any time on reasonable notice to you.

Discretionary Benefits:

Creative Support offers discretionary benefits in addition to statutory benefits. These include:

- Paid paternity leave
- Enhanced maternity leave
- Compassionate leave
- Carer's leave up to 5 days per annum

Employee Assistance Service:

This is currently administered by Health Assured. This is a completely free service, offering valuable advice on benefits, financial matters, consumer advice, health and legal issues. There is also a free counselling service which is accessible 24 hours a day, 7 days a week. Anything discussed with Health Assured is completely confidential and will not be shared with Creative Support.

Hospital Saturday Fund:

An easy and affordable way to help you spread the cost of healthcare such as dental, optical & physiotherapy.

Annual Rail Ticket:

Discounted annual rail season ticket plans available to employees through Northern Rail.

Payroll Giving:

Administered by Charities Trust, a tax-efficient way of donating on a regular basis to any of the registered charities either large or small.

Achieve Q Staff Awards:

Recognising dedicated staff across the organisation with standard, silver and gold awards given out every 2 months.

Your Rewards:

Employee benefits and discount vouchers available through the Your Rewards website.

Long service: Awarded in the December following your 10, 15, 20 and 25 year anniversary of your continuous service date with the organisation.

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Retirement Awards:

£100.00 bonus should you choose to retire whilst employed by Creative Support. Eligible for all permanent contracted employees with at least two years continuous service.

Refer a Friend Scheme:

Staff who successfully refer a friend to Creative Support's employment can claim £100 worth of vouchers when their friend starts and another set of £100 worth of vouchers when their friend passes the End of Probationary Review after four months of employment.

Welcome Back Grant:

£200 worth of vouchers for employees who return to the organisation who have had at least six months between resigning from their original post and taking up their new role.

Uniform:

If applicable for your service you will be provided with a uniform. The amount of uniforms that are provided will be dependent on your hours worked.

Company mobile phone and laptop:

If applicable to your job role the provision of a mobile smart phone, laptop and a 3G/4G dongle may be provided. Please note the employee will be liable for any damage or theft of these devices.

Travel Expenses:

These will be paid in accordance with the organisation Travel Expenses policy, please contact the HR Department for a copy of this.

Lease Cars/Car Allowance:

A mileage allowance is payable for the use of an employee's car on organisation business. The organisation will reimburse your costs incurred on organisation business on a monthly basis upon receipt of authorised claim forms. If you use a car on organisation business you will be required to have business use insurance. An employee's certificate of insurance must be made available for inspection on commencing employment.

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