

**Job title: Billing Officer**

**Mission:** To support the finance cluster department to achieve the corporate objectives and priorities around the following areas: **1) Managing the invoicing process; 2) Managing Debts at Madrid's Cluster; 3) Providing support to the Finance Manager.**

These objectives will be achieved following the policies and standards established by the Group.

KPIs	Values	Functions	Skills
<ul style="list-style-type: none"> <li>• Conversion rate</li> <li>• Pupils' growth</li> <li>• Pipeline integrity</li> <li>• Quality analytical reports</li> <li>• Parents satisfaction (surveys)</li> </ul>	<ul style="list-style-type: none"> <li>• Innovation: proposal of added value processes</li> <li>• Integrity &amp; passion: transparency and drive</li> <li>• Excellence: Pursues Excellence - driven to grow and do things even better</li> <li>• Accountability: Actions and decisions are taken to achieve the required results</li> <li>• Collaboration: Working towards a common goal (team playing).</li> </ul>	<p>Fulfil a wider role in contributing towards helping to deliver the strategic priorities for Madrid cluster. You will be expected to do anything reasonable required by the Finance Manager and Principal.</p> <p>Invoicing</p> <ul style="list-style-type: none"> <li>• Maintains contact with parents and companies regarding invoicing</li> <li>• Sets up fees, extras and discount structures</li> <li>• Responsible for entering all necessary data and legal information into the invoicing program for invoicing purposes</li> <li>• Responsible for enrolment invoicing and follow up of payments</li> <li>• Responsible for bank control regarding payments as well as post-receipts. Setting up direct debits, accounts, transfers and cash/cheque payments.</li> <li>• Maintains bank files for direct debit</li> <li>• Provides customer service to parents and providers regarding queries around invoicing and other financial matters</li> <li>• Provides support around bank payments online and general paperwork on an ad hoc basis</li> </ul> <p>Debts and Petty Cash</p> <ul style="list-style-type: none"> <li>• Preparing and monitoring debt recognition agreements</li> <li>• Sends the first letter claiming outstanding debt</li> <li>• Prepares debt acknowledgements</li> <li>• Responsible for controlling and reporting bad debts</li> <li>• Contacts parents with follow up as appropriate</li> <li>• Main point of contact for the new invoicing program project</li> <li>• Petit Cash Control issuing receipts, invoices and cash payments.</li> <li>• Reserves and collects foreign currency in preparation of Staff Training Courses and Student's overseas trips</li> </ul>	<ul style="list-style-type: none"> <li>• Strong organizational skills</li> <li>• Ability to work in a team and support the Finance Manager.</li> <li>• Ability to work under pressure.</li> <li>• Positivity.</li> <li>• Accountability.</li> <li>• Work ethic</li> <li>• Ability to build relationships with others.</li> <li>• Awareness of dealing with confidential information.</li> </ul>

**Profile:**

- Qualification: Bachelor's degree in Accounting or Business Administration, or equivalent business experience
- Meaningful experience at least 2 years in a similar position.
- Competences: Good communication skills; Organisational and Multitasking abilities; Accountancy
- Languages: Fluent in Spanish and English

**Hierarchical dependency:**

- Direct Report: Finance Manager
- Indirect Report: Cluster Business Managers

### Safeguarding Responsibilities

- **Safeguarding:** Cognita schools are committed to safeguarding and promoting the welfare of children and young people and expects all staff, volunteers and other third parties to share this commitment. Safer recruitment practice and pre-employment checks will be undertaken before any appointment is confirmed.
- **Diversity:** Cognita's success depends on our people. With 80+ schools in eleven countries and our employees representing over 30 nationalities, the scope of our difference is a source of pride. We believe this diversity positively promotes global citizenship and reflects the value of contribution irrespective of one's personal characteristics and/or background.
- **Equal opportunities:** Cognita is committed to preserving and promoting equality of opportunity in all aspects of the conduct of its business. No member of staff or any applicant for employment with Cognita will be discriminated against, harassed or victimised because of their personal characteristics. Cognita expects all staff to comply with the letter and the spirit of its policy.