Reporting & Billing Analyst

Position Details

Reports to: Senior Planning Analyst

Location: PNHQ/RNZPC where applicable

District/Service Centre: ICTSC

Shift work/non shift work: Non Shift

Group: Integrated Planning

Remuneration range: Band I

PHPF Level Purpose: Individual Contributor

Employee Type: Non-Sworn

Direct reports: N/A

Delegated financial authority: N/A

Context

New Zealand Police is the lead agency responsible for reducing crime and enhancing community safety. We work in partnership with individuals, communities, businesses and other public sector agencies to achieve our vision to have the trust and confidence of all.

The purpose of the ICTSC is to provide advice and services to the New Zealand Police covering business process Improvement, information management, telecommunications and technology. ICTSC is responsible for management, development and security of Police's extensive technology and information assets, and enables Police's strategies by having a deep understanding of operational needs, and from there creating innovative services that Police Officers value and use.

The Reporting & Billing Analyst role sits within the Integrated Planning function under Business Enablement;

- ICT Strategy Development
- ICT Portfolio & Project Management
- Integrated Planning, Service Delivery and Business Portfolio Management
- Partnering, Contract and Vendor Management.

Purpose

The purpose of Integrated Planning (with function) is to

- Optimally manage the services delivered by ICTSC and strategic partners (SDMs)
- Work with the Police business as trusted partners to identify and progress opportunities within ICT, and with strategic partners and other agencies (BPMs)
- Integrate ICTs activities by linking, providing visibility and monitoring objectives, deliverables, timelines, resources and financial plans across ICT so delivery of services and projects is optimal (Planning).

The Reporting & Billing Analyst acts is a subject matter expert and takes the lead in

- ensuring the billing of services under ICTs Partner Service Contracts (Telecommunications, Infrastructure (IaaS, DaaS, ITMS), Mobility etc.) are reliable and correct for payment

- providing insightful reporting and expert advice that enable responsible service owners and managers to understand and optimise the value provided from these service contracts
- monitoring costs and benefits from service improvements and initiatives so these are realised as planned.

Accountabilities

1. Be safe and feel safe

- Understand the hazards in your work area and eliminate or minimise the associated risk.
- Report all accidents, incidents and near misses in MyPolice in a timely fashion.
- Actively participate in Wellness and Safety initiatives and training

2. Service delivery

Works collaboratively with Vendors to optimise billing processes and resolve billing/invoicing issues by:

Expert Financial, Commercial & Insight Analysis

- Developing, providing and maintaining monthly Telecommunications Billing reports for Management/Senior Leaders with insights, recommendations, trends and variance analysis clearly identified
- Regularly reviews and audits the billing output against Vendor contracts and variations to ensure accuracy
- Engages closely with cost centre managers to review the monthly spend at individual service levels to ensure they have a sound understanding of their spend and are in a position to make informed decisions regarding these services
- Works to improve consistency between monthly reporting and general ledger by ensuring invoice costings are done accurately and in accordance with the budget
- As a Telecommunications Subject Matter Expert, demonstrates credible commercial and financial evaluation of Vendor bids/variations/BAFO by conducting financial modelling that verify proposed cost benefits
- Has direct input into contract negotiations relating to the billing during the term of the Contract

Data Analysis

- Retrieve, store large volumes of complex monthly Vendor data for Telecommunications billing database
- Monthly reconciliation of Vendor billing data against the Tax Invoices to ensure completeness of data
- Mapping of all Vendor data in alignment with Police own categorisations and reporting preferences
- Perform troubleshooting and work to resolve issues with Vendor payment files
- Build reports and queries in Access databases to deliver accurate data for use in monthly reports or for adhoc queries, general analysis
- Build and administer databases in relation to telecommunications and other services reporting

Service Rationalisation & Cost Recovery

- Communicates and acts as in advisory capacity to key stakeholders, any cost recovery opportunities or areas of exposure due to Vendor under billing
- Works in an advisory capacity to communicate cost savings/rationalisation opportunities and facilitates with driving these through to completion by working with relevant Police technical teams and key stakeholders
- Track and resolve Vendor billing disputes by working closely with the Vendor service delivery and account management teams

Process Improvement

- Identify issues and resolve Vendor billing and invoice payment in line with best practice
- Leads ongoing process improvement opportunities and initiatives with Vendor billing by working with relevant external teams and internally at Police
- Rationalise and work to reduce excess Vendor accounts being set up

- Audit and communicate any risks to Police any inadequate billing or payment practise and work with relevant teams to address

Budget/Forecast

- Assists with budget and forecasting of the ICT partner service contracts
- Review monthly actuals against forecast and provide commentary

3. Teamwork

Contributes to the Integrated Planning Team and the wider ICT Group by:

- Ensuring any knowledge acquired that would be beneficial to the wider team is shared
- Monitoring billing and reporting outputs for any issues that may impact the wider-team
- Providing direction and ongoing development by recommending any process improvement/automation initiatives that may benefit the team
- Supports and participates in the development and maintenance of a high performing team
- Contributes in a positive manner to the setting and achievement of team goals, objectives and standards
- Ensures strong and effective channels of communication amongst colleagues.

4. Relationship management

- High quality, consistent and reliable Stakeholder Management within and across NZ Police
- Ensures that requests for advice and assistance from both internal and external parties are dealt with in a timely and professional manner.
- Develops and maintains exceptional relationships with ICT Managers to be in a position to be proactive in terms of providing advice, dealing with risks and issues and progressing initiatives. Conveys technical and non-technical information in a way that provides a clear sense of direction to others.
- Vendor relationship management is maintained by ensuring communication between Police and suppliers is regular, credible and understood by all parties
- Develop and maintain close relationships with Vendors, ICT Sourcing/Commercial Team and Finance
- Advise and provide input to contract renewals RFI/RFPs and budgets
- Closely monitors all larger ICT partner Vendor billing outputs and processes to ensure best practice is adhered to and works to resolve when any issues are found
- Support new initiatives impacting on large Vendor contracts
- Co-operates and works with other members of the business unit in order to achieve team goals
- Key escalation contact within Police and with vendors for ICT service partner billing/process issues

Additional Requirements

For selection purposes, candidate suitability will be considered in relation to:

1. Potential to perform well in the position, given a reasonable period of time for familiarisation and/or training.

2. Personal attributes and temperament relevant to the position.
3. General health which will allow for the performance of all duties and functions of the position (for constabulary employees a current PCT is an indicator of general health).

Pre-Employment Checks

- Security check

Qualifications

- Relevant qualification ideal but not essential – right depth of experience considered to be more important

Knowledge

- Knowledge of Vendor products and services would be beneficial

Experience

Incumbent is likely to have had experience in:

- Telecommunications or similar industry (specifically having worked at a senior level in Billing, Reporting/Insight or Process Improvement teams) 5-7+ years.
- Comfortable with large complex datasets and reporting and billing of large service contracts
- Commercial/Contract experience would be useful.