



Revenue Assurance Administrator

Idox Software

Office or Home based

About the role

Idox are centralizing our revenue assurance functions across the group into a single team. Revenue assurance is a very important function accounting for almost 50% of the group's revenue. Whilst already operational in the group the centralized team will benefit from common processes and functions and enable a quality output to our customers as well as potential for upsell.

The successful candidate will have experience of contract administration and billing as well as excellent customer facing skills.

Idox will provide the mentoring and development you need to succeed as a member of our team, so that you can apply your existing expertise to support our clients and grow your own career

Key Responsibilities:

- Minimise revenue loss through attrition – proactive approach to maintaining contracted ongoing revenues once product supply or project implementation is complete
- Maximise revenue take for “commodity” and low value transactions by referring opportunities to Internal Sales/AM
- Maintaining registers and records accurately to support revenue maximisation
- Providing regular, ad-hoc and proactive reports to PMs, AMs and management related to revenue assurance
- Forecast recurring revenues using appropriate systems
- Provide resilience and operational continuity across businesses, removing single points of failure
- Licence Administration related to business as usual e.g. generating renewal licence keys and maintaining records pertaining to annual renewals, cancellations and changes
- 3rd Party Supplier annual returns and administration for other asynchronous renewals, including raising POs e.g. Exacom, ESRI etc

To be successful, you'll need to bring:

- Proven track in contract administration and billing
 - Excellent communication skills
 - High degree of professionalism and strong work ethic
 - Proficient in the use of software packages including Microsoft Office and Salesforce
 - High level of commitment and passion for achieving levels of service excellence.
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About Idox plc

Idox is the leading applications provider to UK local government for core functions relating to land, people and property, such as its market leading planning systems and election management software. Over 90% of UK local authorities are now customers. Idox provides public sector organisations with tools to manage information and knowledge, documents, content, business processes and workflow as well as connecting directly with the citizen via the web, and providing elections management solutions. It also supplies in the UK and internationally, decision support content such as grants and planning policy information and corporates compliance services. Idox delivers engineering document control, project collaboration and

facility management applications to many leading companies in industries such as oil & gas, architecture and construction, mining, utilities, pharmaceuticals and transportation in North America and around the world.

The Group employs c.650 staff located in the UK and worldwide, including Asia, Europe and North America. Idox has offices and teams throughout the UK and therefore travel will be required.

The Benefits

This post commands a competitive salary depending upon experience, along with an excellent benefits package.

How to apply

Applicants should submit a CV, and a short cover letter (*maximum 500 words - including salary expectation, and current remuneration*) explaining why they feel they would be suited to this role to Join.Us@idoxgroup.com.

Please note successful applicants will need to satisfy the BPSS guidelines (Baseline Personnel Security Standards) which consist of the receipt of satisfactory references covering the last 3 years of employment; an identity check; verification of eligibility to work in the UK; and a Basic Disclosure Check. This is in order to help us make safer recruitment decisions and prevent unsuitable people from working with access to personal and sensitive data.

Privacy Notice

As part of the recruitment process we will collect data about you in a variety of ways including the information you would normally include in a CV or a job application cover letter, or notes made by our recruiting officers during a recruitment interview.

Please read the Idox Recruitment Data Privacy Policy here <http://www.idoxgroup.com/privacy.html>