

# WE WANT YOU PROVISIONING AND BILLING ANALYST

---



**JOB TITLE**

Provisioning & Billing Analyst  
(Business Communications Technology Business)

**SALARY/PACKAGE**

£18k - £22K basic  
Company Laptop and Mobile Phone

**LOCATION**

Central Bristol office location

**HOURS OF WORK**

Mon-Fri 9am to 5.30pm  
(some evening/weekend work)

**RESPONSIBLE TO**

Head of Operations

## ROLE SUMMARY

This exciting role provides an excellent opportunity for the right candidate to take the next step in their career, in a provisioning & billing role. Previous experience is desirable but not essential, as training will be provided.

In this role you will ensure all orders and requests progress through the full business provisioning cycle to ensure accurate and timely delivery of service and billing.

A candidate would ideally have experience in a similar role from an ISP/Telco and any exposure to the delivery or provisioning of Telecoms services, Mobile services, Fibre leased lines and broadband services is highly advantageous.

As part of a small but rapidly growing team, this very important role will enable the right person to make swift career progress. As such, this role is only suitable for those who are extremely ambitious and prepared to give maximum effort and invest in their personal development.

The successful candidate will take various training courses to expand their knowledge and experience along with extensive system training for our internal systems.

Progression will be swift as this rapidly growing business needs a candidate who is prepared to take on responsibility from an early stage to constantly develop their knowledge and experience.



## KEY RESPONSIBILITIES AND MAIN TASKS AND ACTIVITIES

- Responsible for all order placement and management of orders through to the planning cycle
- Liaising with customers and suppliers on details regarding delivery, regular updates and handovers once complete.
- Owning and Developing the full process cycle from provisioning to billing.  
Providing good customer communications both written and orally
- Responsible for tracking all associated orders, working with colleagues to identify any potential issues
- Reporting any issues in order placement or planning to the reporting line manager for early resolution
- Interacting with other key departments to ensure good working relationships are maintained, and communications internally are clear
- Dealing with any potential customer escalations and highlighting any issues to the line manager
- Escalate to Suppliers and proactively chase for order progression to ensure key deliverable dates are met.
- Liaise with suppliers to ensure planned works are on track
- Communicate effectively and in line with the communication process to customers updating them on progress of their orders
- Ensuring internal tasks to other departments are raised within SLA
- Ensuring Suppliers portals are fully utilised for the purpose of ordering and obtaining order updates.
- Adhoc administration duties as and when requested by line manager.

## PERSONAL QUALITIES

The role would suit someone who has;

- Ability to juggle several tasks simultaneously whilst remaining calm under pressure
- Ability to build relationships at all levels
- Strong communication and self-motivation skills
- Strong attention to detail
- Approachable and flexible
- Ability to prioritise and organise workload
- Ability to work autonomously
- Excellent organisational and administrative skills
- Above all, an ambitious, hard-working, friendly and outgoing disposition to fit in with our team and company culture.

## QUALIFICATIONS

- Full Driving Licence
- 5 or more GCSE Grade C or above
- Further Education Qualifications (e.g. A-Level, NVQ, Diploma, Degree etc) – preferred but not essential

## DESIRED SKILLS

- Excellent knowledge of Microsoft Windows, Word, Excel, PowerPoint and Outlook
- Previous experience within the telecommunications and IT services industry
- Excellent interpersonal skills
- Courteous and professional manner
- Ability to maintain strict confidentiality in all aspects of employment



## **ABOUT BLACKSTAR SOLUTIONS**

Blackstar Solutions provide industry leading communications technology solutions in the B2B marketplace. We have extensive industry experience which allows us to offer our clients the best possible advice and support. Our aim is to become the highest profile and most trusted business communications supplier in the Bristol area, followed by the South West region.

[www.blackstarsolutions.co.uk](http://www.blackstarsolutions.co.uk)

