

## Billing Assistant Any Regional Office

### About Eversheds Sutherland

Eversheds Sutherland represents the combination of two firms with a shared culture, values and commitment to client service excellence. We are each known for our commercial awareness and industry knowledge and for providing innovative and tailored solutions for every client.

As a full service law practice, we act for the public and private sector across the UK, Europe, Middle East, Africa, Asia and the US providing legal advice to clients across the Company Commercial, Employment, Labour & Pensions, Litigation and Dispute Management, and Real Estate practices.

With 74 offices across 35 countries worldwide, we have become one of the largest law practices in the world and a great place to work and develop your career.

### Practice Group Support

As one of the largest full service global law practices, our support team play a fundamental role in delivering a professional client service for both our UK and international offices. Adding value and supporting our stakeholders is the key to the success of our teams. If you thrive on being challenged and enjoy working in a highly motivated team, have a can-do approach with good communication skills, we look forward to meeting you.

We believe people develop through learning and are transforming our approach to learning and performance through our feedback and development culture and an innovative approach to professional development for all of our people. This underpins our high performance culture so that our people feel managed, supported and developed continuously and as part of their everyday work. Our comprehensive learning programmes are delivered globally using a blended learning approach, which combines technical and business skills as well as talent development.

### Role Purpose

The role of the Billing Assistant is to successfully bill in line with the Client's billing protocols. The Billing Assistant will be the designated expert in relation to the client's billing requirements. They will be required to work closely with the e-billing teams and the wider finance teams to provide a seamless and 'right first time' billing experience for our clients.

This involves making sure all SLA's are met, emails within the group mailboxes are responded to within a timely manner, proformas are actioned 3 times a day, fee earners are chased by the Billing Assistants each month to reduce WIP and bill on time. You will also link in with the your Billing Analyst to support the strategic growth and development within the Business, looking at automation, reducing manual processes and resolving rejections. As a team member, you will be viewed as the lead biller and be confident in your delivery to support the firms continued success.

The role also covers 3 elements; matter validation, billing support and additional requests. In addition to these, they will be expected to understand the implications of billing on firm-wide cash flow and lock up.

#### **Matter validation**

- Open files correctly and aligned to the client's agreed framework agreement.
- Matter management - WIP – knowing who works on the files, ensuring their time gets closed before billing. Keeping WIP clean and relevant.
- Ensuring ledger financial hygiene is maintained (write offs, transfers, nil rate trainee time, BTK amends etc.)
- Review matters on a regular basis and close down when dormant, keeping our files clean.
- Identification of process gaps or inefficiencies and the provision of training for legal teams on correct and improved matter protocols

#### **Billing Support**

- Receiving, checking and collating overseas agents' invoices to ensure they are attributed to the correct files as disbursements, by validating the supplier invoices pre-approved on Elite, reducing the need for anticipated costs.

- Providing guidance to fee earners, partners and secretaries on the firm's financial processes and procedures relating to the billing process as well as building and managing relationships within Finance
- Validation of proformas in line with client protocols, and return to BTKs any bills which are not compliant with these protocols, along with advising the correct process/procedure.
- Dealing with client queries on invoices and financial matters.
- Co-ordination and resolution of e-billing rejections

#### **Additional Requests**

- Running Client Summary Reports, looking for opportunities to improve WIP and Disbursement management.
- You will also need to undertake any ad hoc projects related to financial housekeeping and provide appropriate support as and when required to assist Working Capital.
- Work with the Dormant Balance Team to reduce the dormant balances down for your clients/practice groups.

## **Diversity and Inclusion**

At Eversheds Sutherland, we recognise that having diverse talent across our business brings many benefits, and we are committed to accessing a wide range of views and thinking in all that we do. A culture of inclusion, where each person feels able to be their true self at work and reach their full potential is key. We recognise that bringing together the perspectives of individuals of all backgrounds, life experiences, preferences and beliefs is critical if we are to serve our global client base, people and communities as a leading global legal practice.

Should you require any reasonable adjustments to enable participation in the recruitment process, please contact us so that we can discuss how best to assist.

We are open to considering flexible working options for our vacancies. Whilst we are not able to offer flexible working across all of our roles, many of our people work flexibly in some way, and we would encourage you to talk to us about this during the hiring process if you would like to explore further.

We are a LGBT+ inclusive employer and are Stonewall Corporate Champions.