



Job Title	NTB Payments & Master Data Analyst
Department	Finance - Reporting
Reports To	Deputy Financial Reporting Manager
Grade	Grade 4
Purpose	<p>As part of a team of four, this role is responsible for delivering accurate and timely invoicing, credit management, and customer master data maintenance across NTB areas, including PEMS, IGTs, National Grid Metering and Connections.</p> <p>The role ensures effective financial control, supports high-quality billing processes, and maintains the integrity of customer and pricing data within SAP.</p>
Key Accountabilities	<p>RECEIPTS AND REFUNDS TRANSACTIONS AND POSTINGS (60%)</p> <ul style="list-style-type: none"> • Cashier duties to include daily bank statement reconciliations and payment processing for all non-Transportation customer receipts. • Query management and dispute resolution for any unallocated or short receipts. • Daily credit card payment & refund processing using a virtual terminal on a standalone PCI Compliant computer. • Daily cash postings to customer accounts in SAP. • Effective credit control by the production and weekly review of aged debt reports. <p>MASTER DATA MANAGEMENT (40%)</p> <ul style="list-style-type: none"> • Responsible for the maintenance of Credit Limits within SAP. • The creation and maintenance of any Customer Master Data which may have credit facilities assigned for such billing as Transportation income, PEMS & NGM Metering works, Maintenance Contracts, Damage Billing & Connections work. This includes the maintenance of bank details within the customer accounts to enable refunds & credits to be made as well as email addresses. • Maintain Billing Material Master Data. These need to be created to align with business requirements and correct VAT rates, including reverse charge VAT and QA versions. Each material could have 10 options covering QA, Production, Reverse Charge, standard billing & a hard coded VAT at either 0%, reduced rate or standard rate. This includes maintaining materials for new NGM contracts (approx. 1,000 materials), including creation and testing in QA then production. • Maintain Pricing Master Data. The master data role is responsible for all pricing updates in SAP (usually annual updates). This involves rigorous testing in QA then moving to production before the billing

	materials are utilised. Non-standard prices are updated directly in live SAP tables which needs to be done outside of normal working hours.
Technical Know-How & Skills	<ul style="list-style-type: none"> • Essential – Previous cashiering & Accounts Receivable experience • Numerate with good analytical skills and a keen eye for detail • Previous SAP ERP/CRM • Able to work under pressure and deal with high volume processing • Excellent communication skills both verbal and written • Able to use own initiative when dealing with issues or queries • Highly motivated • Excellent customer service and organisational skills • Maintain a strong audit trail at all times
Qualifications	5 GCSE's grades A-C to include mathematics is desirable
Main interfaces	<ul style="list-style-type: none"> • Management Accounts • Connections • Network • Other departments within Head Office • Service Providers to WWU