

ROLE PROFILE

Job Title	Customer Claims Analyst
Business Unit	ODC BU - WG&S Australia
Function/Region	Finance
Location	Sydney
Leader	Commercial Finance Manager
People Leadership	N/A
Job Level	5
Role Purpose	
To support sales, marketing, and commercial finance to deliver accurate, relevant, and timely information and ensuring accurate reporting and Customer & Brand results to support business decision making.	
Accountabilities:	
<ul style="list-style-type: none"> • Management of the customer discount process ensuring authorisation, processing, and correct allocation to Brand & Customer combinations in a timely manner • Facilitate review and challenge process of invalid claims • Liaising with UK AP and AR team to ensure all claims are processed correctly • Partner the Sales Team to ensure their accruals for customer discounts are valid and line with budget expectations • Review and maintain strong control environment with documented controls and procedures in place. Input and review through ongoing self-assessment of customer discount controls to deliver clean internal and external audit report. • Continuous improvement of customer discount process and reporting to improve and influence decision making • Month-end tasks in relation to customer discounts and reconciliations. • Support commercial finance manager in developing monthly management accounts pack • Preparation, distribution, and review customer discount spending with Regional and National Sales Managers • Deliver high quality financial analysis and reporting across Portfolio • Assist the Commercial Finance Manager in budget and LE preparation and reviews • Assist the commercial and marketing team on daily technical issues (focus on how to plan in IFS) 	

Values



BE PROUD
We are proud of our brands, our heritage, and our commitment to superior quality in our products



BE RESPONSIBLE
We expect every individual and their teams to be accountable and to perform to their full potential



BE SUSTAINABLE
We wish to make a positive contribution to our communities and to our environment



BE PROFESSIONAL
We value integrity, transparency, professionalism and constructive debate within a team working culture



BE ENTREPRENEURIAL
We foster a forward thinking and innovative culture that recognises the need for innovative thinking and continuous improvement



THINK LONG TERM
We are proud of our brands, our heritage, and our commitment to superior quality in our products

Core Competencies:

Working with People

- Demonstrates and interest in and understanding of others
- Adapts to the team and builds team spirit
- Recognises and rewards the contribution of others
- Listens, consults others, and communicates proactively
- Supports and cares for others
- Develops and openly communicates self-insight, such as awareness of own strengths and weaknesses

Applying Expertise and Technology

- Applies specialist and detailed technical expertise
- Develops job knowledge and expertise through continual professional development
- Shares expertise and knowledge with others
- Uses technology to achieve work objectives
- Demonstrates appropriate physical co-ordination and endurance, manual skill, spatial awareness, and dexterity
- Demonstrates an understanding of different organisational departments and functions

Analysing

- Analyses numerical data, verbal data, and all other sources of information
- Breaks information into component parts, patterns, and relationships
- Probes for further information or greater understanding of a problem
- Makes rational judgements from the available information and analysis
- Produces workable solutions to a range of problems
- Demonstrates an understanding of how one issue may be a part of a much larger system.

Delivering Results & Meeting Customer Expectations

- Focuses on customer needs and satisfaction
- Sets high standards for quality and quantity
- Monitors and maintains quality and productivity
- Works in a systematic, methodical, and orderly way
- Consistently achieves project goals.

Planning and Organising

- Sets clearly defined objectives
- Plans activities and projects well in advance and takes account of possible changing circumstances
- Identifies and organises resources needed to accomplish tasks
- Manages time effectively
- Monitors performance against deadlines and milestones.

Achieving Personal Work Goals and Objectives

- Accepts and tackles demanding goals with enthusiasm
- Works hard and puts in longer hours
- when it is necessary from time to time
- Seeks progression to roles of increased responsibility and influence
- Identifies own development needs and makes use of developmental or training opportunities.

Skills and Qualifications:

Essential:

- Ability to deliver to demanding deadlines to achieve month end, latest estimate and budget submissions
- Intermediate Excel skills and comfortable with handling large amounts of data.
- Attention to detail, with determination to resolve issues
- Logical and analytical thinker
- CA or CPA qualification (or equivalent)

Desirable:

- Experience of working in a commercial, FMCG business is beneficial
- Experience of operating in a fast-paced commercial environment, managing multiple tasks and reacting to changing priorities.

Created by:	
Date:	
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Date of last revision:	