

## Role Profile

<b>Job Title</b>	Energy Contracts Officer		
<b>Reporting into</b>	Operations Manager - Service Charge		
<b>Directorate</b>	Neighbourhoods	<b>Working Style</b>	Hybrid/Office
<b>Responsible for</b>	N/A		
<b>Level of Work</b>	Level 1 - Team Member		

### Summary of Role:

As the Energy Contracts Officer, you will play a key role in delivering effective management of contracts relating to utilities and energy provision, metering and billing services ensuring full compliance with the Heat Network Metering and Billing Regulations (HNMBR).

You will provide technical and professional expertise, advice and assistance to all internal and external customers. Your key focus within the role will be to provide support in the effective contract management of communal gas and electricity sites to ensure accounts are billed accurately, all discounts are applied to communal supplies and that these discounts flow back to customers. You will investigate high energy consumption and identify solutions to reduce excessive consumption. You will collaborate with the Procurement Team and Section 20 Analyst regarding cyclical procurement of energy contracts ensuring compliance with service charge legislation. You will participate in projects to evaluate energy saving initiatives and support the development of strategies to reduce energy consumption.

### Key Areas of Responsibility:

- Effective management of utility contracts and billing arrangements for our communal systems ensuring full compliance with the Heat Network Metering and Billing Regulations (HNMBR).
- Provide support in the effective contract management of communal gas, electric and water sites to ensure accounts are billed accurately investigating high energy consumption.
- Ensuring all discounts are applied to communal supplies and that these discounts flow back to customers.
- Identify opportunities to deliver energy and carbon-saving projects including the reduction of energy consumption.
- Promoting and developing the highest quality of energy management standards with particular emphasis on value for money and cost in use.
- Develop systems to collect and monitor energy data and meter readings.
- Provide budget setting guidance to the Service Charge team to support the annual service charge review.
- Collaborate with the Procurement Team and Section 20 Analyst regarding cyclical procurement of energy contracts ensuring compliance with service charge legislation.
- Ensure services are delivered in line with targets, budgets, policies and operational standards to deliver agreed value for money outcomes.

### Skills, Knowledge and Experience:

Skills, knowledge and experience required for a Level 1 - Team Member role, along with the below role specific requirements:

- Experience of working collaboratively within a team and across a range of teams both internal and external partners.
- Excellent analytical skills and attention to detail.
- Experience in a customer service/customer care environment.
- Experience of project management and delivering change.
- Experience of improving customer satisfaction .
- Effective communicator across all communication methods.
- Proficient level of IT literacy including MS Office Suite.
- Demonstrates the ability to take personal ownership and responsibility of area of responsibility at all times.
- Knowledge of service charge legislation. (D)
- Understanding of the Heat Network Metering and Billing Regulations.(D)
- Working in a regulated sector. (D)

### Professional/Vocational/Academic Qualifications:

- Proficient level of literacy and numeracy.
- CIH/HNC relevant qualification (D) or equivalent expertise through study and experience. Must be willing to work towards desirable qualification.
- CIH accredited membership. (D) Must be willing to work towards.
- Evidence of continuing professional development.

### Safeguarding and Lone Working:

- N/A.

### Values and Behaviours to be demonstrated in this role:

We are customer focused	We challenge convention	We deliver together
 <p><b>We are committed to safety</b> <i>We operate safely, and are committed to ensuring the safety and wellbeing of others</i></p>	 <p><b>We keep learning</b> <i>We know the business, are commercially astute and an SME in our field</i></p>	 <p><b>We manage ourselves</b> <i>We take accountability for our own performance and actions</i></p>
 <p><b>We listen and take account of customer views</b> <i>We put the customer at the heart of what we do</i></p>	 <p><b>We do the right thing</b> <i>Operates fairly and respectfully, expects the same from others, and focusses on the right stuff</i></p>	 <p><b>We collaborate with others</b> <i>Works effectively with others to achieve goals</i></p>
 <p><b>We get things done</b> <i>We have personal drive and deliver to a high standard, on time</i></p>	 <p><b>We innovate and improve</b> <i>We constantly seek to improve the way we do things</i></p>	 <p><b>We lead and inspire</b> <i>We get the best out of others by providing strong and flexible leadership</i></p>

You are expected to work within the guidance set out in LiveWest's policies and that you comply with the confidential nature of some processes in line with the General Data Protection Regulations 2018. Confidentiality can only be maintained when someone is not at risk. Any child protection or vulnerable adult concerns should be reported to the line manager immediately.



**We communicate effectively**

*We ensure effective flow of information and ideas*

*The above criteria are considered essential unless indicated as desirable (D)*

Please refer to the levels of work framework for the generic responsibilities, experience, skills and qualifications required for all roles at this level.

This list is not exhaustive and you will be expected to perform different tasks as necessitated by your changing role within the organisation and overall business objectives and values of LiveWest.