

Job Description and Particulars of Appointment

September 2025

1. Details of Post

- Post: Billing Administrator
- Reporting to: Billing and Pricing Team Leader
- Post Number: TBC
- Grade and SCP: Scale 1, SCP 1-3

2. Role and Scope

West Mercia Energy (WME) is a purchasing organisation jointly owned by four councils. We are responsible for public sector energy procurement and energy management and offer a range of energy contracts to Local Authorities, schools, colleges and other public bodies.

To assist in the day to day running of the Billing Department and offer the necessary administration support to the Organisation.

Maintains effective and productive working relationships with colleagues, customers and other partners as appropriate.

3. Key Responsibilities

The post holder will be:

- Responsible to the Billing and Pricing Team Leader, who is in turn responsible for the post holder's health and safety, training and development.
- Work within the Billing Team, to validate energy and water bills ensuring accuracy, actioning any issues to the point of resolution and responding to customer queries (raised by telephone and email).

4. Main Duties

- To assist with gas, electricity and water bill validation as directed by the Billing & Pricing Team leader. This will include liaising with the energy & water suppliers to ensure progress is made, and any problems resolved, with customer communication as required.
- To ensure that successfully validated customer invoices are processed within 3 days of the date supplier invoice received.

- Prepare uploads within agreed timescales. To report any incidents where the timescales will not be met.
- Help validate all customer reads received and issue to the relevant supplier within the read validation window and to feedback to customers any issues with reads provided.
- To maintain the WME system and ensure it is fully updated to reflect accurate information to enable successful billing.
- To maintain a detailed log of all customer queries and to action each problem to the point of resolution. To adhere to an escalation procedure for all queries not resolved within agreed timescales and to ensure that the Billing & Pricing Team leader is notified of all queries which may need to be referred for special action.
- Answer telephone calls promptly and respond to customer queries professionally and efficiently.
- Monitor WME email inboxes and ensure that all customer emails are responded to in a timely manner or referred to a team member for action.
- Place oil orders in a timely manner to ensure delivery within agreed service levels.
- To detail any unregistered or significantly unbilled supplies to the Billing & Pricing Team leader as soon as is reasonably possible.
- To ensure that postal communications are printed, dispatched and booked in with Royal Mail when required.
- Provide support as requested by the Billing & Pricing Team leader, including quarterly reconciliations and customer budgeting support.
- Identifying process improvements and highlighting to the Billing & Pricing Team Leader.
- These duties are illustrative and not exhaustive. The post holder will be expected to become involved in a range of work and responsibilities to enable WME to respond effectively to changing requirements and changes affecting the workforce.

5. Performance & Customer Focus

The post holder will ensure they;

- adopt a customer focused approach, ensuring engagement with customers and maintenance of an appropriate personal profile,
- act as an advocate for their service and work collaboratively with colleagues across West Mercia Energy to meet the needs of customers,

- meet individual, service and personal development targets agreed through the Personal Development Review Process, learn from experience and be committed to continuous improvement individually and as an employee of West Mercia Energy,
- work with colleagues to meet the team’s key performance indicators, support a culture of team working and ensure the team functions successfully in support of West Mercia Energy corporate and service objectives,
- meet the behaviours and competencies adopted by West Mercia Energy in the way in which they achieve their objectives and carry out their work.

6. Conditions of Service

- The post is based at West Mercia Energy, Chapter House South, Abbey Lawn, Abbey Foregate, Shrewsbury, SY2 5DE. The business currently operates hybrid working with Tuesday to Thursday office days with Monday and Friday days where staff work from home.
- The post is graded scale 1, Spinal Point 1-3. The following salaries are effective from 1 April 2025 based on full time working. The starting point is normally at the lowest incremental point with progressions on 1 April each year through the scale. Increments are not given during the first 6 months probationary period. However, if the probationary covers 1 April the first increment will be granted once 6 months satisfactory service has been completed.

Spinal Point	Annual FT Salary
1	£27,243
2	£27,710
3	£28,160

- This post is subject to the following:
 - The post is permanent, for a maximum of 37 hours per week
 - Normal full time office hours are 8:45am to 5pm Monday to Thursday and 8:45am to 4pm on Fridays.
 - The post will come with Flexible Working Hours currently adopted by WME
- The post carries eligibility to join the Local Government Superannuation Scheme.
- Annual leave entitlement is 22 days per annum (given length of service). Bank holidays also apply.
- The appointment is subject to one months’ notice in writing on either side.

- g) The appointment is subject to six months satisfactory probation service during which time the notice period will be one week on either side.

7. Pre-employment Requirements

The appointment is subject to receipt of the following pre-employment checks;

1. Satisfactory employment references.
2. Medical report.
3. Evidence of the qualifications required for the post listed on your application.

Person Specification

POST OF: Billing Administrator

Please ensure that the Job description and Person Specification are used as a guide when tailoring your CV for this application. All other criteria below will be assessed via your application, further methods will be used to support this at interview stage.

Method of Assessment: S – Scenario, I – Interview, T – Test, D – Documents

Qualifications	How Assessed – D, I
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Essential:

A good general level of education to include at least 5 GCSE passes at grade C or above (or the equivalent) including maths and English.

Desirable:

“A” level with a high maths component (e.g. statistics, engineering, computing etc.)

Educated to degree level

Work experience and vocational training	How Assessed – I
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Essential:

Excellent technical/mathematical problem-solving skills

The ability to manipulate large volumes of data accurately.

Detailed advanced knowledge of Microsoft Office Applications

Desirable:

Detailed advanced knowledge of Microsoft Access

Experience of working within the Energy Sector

Other relevant experience and/or interests	How Assessed – I, T
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Essential:

Good numeracy skills, with an eye for detail.

Good organisational skills.

Good communication skills, to build up and sustain excellent rapport with colleagues and customers, particularly with customers on the telephone and email

Creative and innovative problem solver

Desirable:

Specialist knowledge	How Assessed – I, T
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Essential:

Experienced in use of Microsoft Office to gather, manipulate, and produce reports in various formats, including Excel and Word.

Desirable:

Experience of working within the energy sector.

Experience of using database packages, including query design, would be an advantage.

Job related personal skills	How Assessed – I, T
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Essential:

- Excellent interpersonal skills to build up and sustain outstanding rapport with colleagues and customers.
- Able to demonstrate a good level of professionalism and an eye for detail, producing work which is accurate and well presented.
- The awareness of exactly what is expected and the acceptance of target setting and measurement with the associated desire to perform effectively without distraction.
- The ability to work unsupervised and on your own initiative, taking responsibility for your actions, and also as part of a team.
- The ability to work under pressure and adapt accordingly.

- High personal standards and ethics in all matters.
- High personal commitment to equality issues, particularly Shropshire Council's Equal Opportunities Policy.
- High personal commitment to sustainability.

Desirable:

Special Working Conditions	How Assessed – I
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Essential:

- Working additional hours to meet service and customer needs.
- Ability to work in a mobile and agile environment / Ability to work remotely.