



## Job Description and Particulars of Appointment

Feb2022

### 1. Details of Post

- Post: Billing Administrator
- Reporting to: The 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 holders 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 supplier 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.

- Help validate all customer reads received and issue to the 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 the Customer Services inbox 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.
- To assist the Finance team to provide support and cover as required.
- Provide support as requested by 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 are committed to continuous improvement individually and as an employee of West Mercia Energy,
- work with colleagues to meet the teams 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

- a) The post is based in Shrewsbury but home working will be considered for up to two days a week.
- b) The post is graded scale 1 Spinal Point 1-3. The following salaries are effective from 1 April 2021 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	£20,892
2	£21,338
3	£21,766

- c) 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
- d) The post carries eligibility to join the Local Government Superannuation Scheme
- e) Annual leave entitlement is 22 days per annum (given length of service). Bank holidays also apply.
- f) The appointment is subject to 1 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 form.



## Person Specification

### **POST OF: Billing Administrator**

Please ensure that the Job description and Person Specification are used as a guide when completing your application form. All other criteria below will be assessed via your application form, further methods will be used to support this at interview stage. You are expected to use the application form as a means to demonstrate, with examples, how you meet the person specification criteria below – a re-wording of the criteria listed will not guarantee an interview.

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

### **Qualifications**

How Assessed – D, I

#### **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, T

#### **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

<b>Other relevant experience and/or interests</b>	How Assessed – I
---	------------------

**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:**

<b>Specialist Knowledge</b>	How Assessed – I
-----------------------------	------------------

**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.

<b>Job related personal skills</b>	How Assessed – I
------------------------------------	------------------

**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.

Good interpersonal skills to build up and sustain outstanding rapport with colleagues and customers.

The ability to work under pressure and adapt accordingly.

**Desirable:**

<b>Special Working Conditions</b>	How Assessed – I
-----------------------------------	------------------

**Essential:**

Working additional hours as required to meet service and customer needs.

Ability to work in a mobile and agile environment / Ability to work remotely.