| 1. **Job Details** | | | |
| --- | --- | --- | --- |
| Job Title: | Business Administrator (Utilities) | | |
| Team/Department: | Business Support | | |
| Reports to: | Business Support Team Leader | Location: | Any |
| Appointment period: | 6 Months Fixed Term | Hours | 37.5 (Part time also considered) |

| **Job Purpose** |
| --- |
| To support the business in all aspects of utilities administration, ensuring Bedspace are providing utilities and council tax for our service users in the most cost-effective way. |

| **Main Duties & Responsibilities** |
| --- |
| 1. Register all gas, electric, council tax and water accounts with best value for money utility company. 2. Ensure the property has the most appropriate Meter Type for the service user 3. Manage all pre-payment cards and debts on meters and ensure monies are returned to Bedspace in a timely manner. 4. Arrange installation of smart meters in all properties. 5. Liaise with utilities companies to resolve incorrect meter details, and any other data queries or discrepancies; Ensure every meter and ctax, water has correct payer on ReMaS with effective date 6. Visit properties where necessary to resolve meter issues and any other data queries or discrepancies; 7. Monitor high bills due to a range of issues including poor insulation or debt on meters and provide resolution by escalating to Line Manager. 8. Create monthly council tax report for payment. Split council tax report into responsible payer. Bedspace, Tenant, Bedspace but invoice LA 9. Create and update where relevant utility procedure and flow chart 10. Audit meter reads. 11. Carry out specialist administration duties in line with Business Admin Shared Service function requirements in the pursuit of delivering exceptional levels of service to the business. 12. Support the Business Support Team Leader and other colleagues ensuing performance indicators and timeframes are met. 13. Manage the input of information held on the ReMaS Database and other monitoring systems to ensure that it is accurate and complies with internal and external policies and procedures. 14. Carry out the duties in accordance with the company Health and Safety policies and procedures. 15. Have due regard to equal opportunities at all times, and to work in a fair and reasonable manner towards all people, ensuring service standards are maintained for all cultures. 16. Observe and maintain strict confidentiality in respect of guests, clients and all company information. |

The above list of responsibilities is not exhaustive and the jobholder may be required to undertake other duties commensurate with the level of the role, as reasonably requested by their line manager. This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or level of the responsibility entailed.

This table lists the essential and desirable requirements needed in order to perform the job effectively. Candidates will be shortlisted based on the extent to which they meet these requirements.

|  | Requirements | Essential / Desirable | How Assessed |
| --- | --- | --- | --- |
| **Qualifications** | Good level of general education (including English and Maths or high levels of Literacy and Numeracy) | E | A |
|  | NVQ 3 Administration or similar | D | A |
| **Knowledge** | Experience of working in an administration role. | E | A/I |
|  | Experience of working in a similar industry. | D | A/I |
|  | Ability to work under pressure and deal with unforeseen issues in ever changing circumstances. | E | A/I |
|  | Experience of working with a range of different teams, with different needs and expectations | E | A/I |
|  | Experience of working for/to more than one person at a time | D | A/I |
| **Skills** | Excellent, communication skills and methodical approach. | E | A/I |
|  | Advanced customer service skills | E | A/I |
|  | Ability to deal with competing demands | E | A/I |
|  | Ability to work to tight deadlines | E | A/I |
|  | ICT skills including knowledge of Microsoft Office. | E | A/I |
|  | High attention to detail and accuracy | E | A/I |

**Essential/Desirable:**

E = Essential: Requirements without which the job could not be done. D = Desirable: Requirements that would enable the candidate to perform the job well.

**How Assessed:**

A = Application I = Interview OM = Other Means (e.g. presentation, test, etc.)

| Mandatory Training | Frequency | Delivery Method |
| --- | --- | --- |
| Safeguarding | Once | Face to Face/E-Learning |
| DSE | Annually | E-Learning |
| GDPR | Every 2 years | E-Learning |
| Equality and Diversity | Every 2 years | E-Learning |
| H&S | Every 2 years | E-Learning |
| Accident Reporting | Every 2 years | E-Learning |
| First Aid | Every 2 years | E-Learning |
| Fire Awareness | Every 2 years | E-Learning |