

Role Title	Heat Metering & Billing Officer
Job Family	Place Directorate
Competency Level	Principal Officer
Pay Range / Scale	PO1
Purpose Support the Heat Metering and Billing Manager to manage the Council's heat metering & billing services. To support effective delivery of a full cost based recovery approach that enables Council to provide sustainable heat and hot water services to residents. To support the delivery of a service that meets all Council, professional, legislative, regulatory and policy requirements.	
Generic Accountabilities	End Results/ Outcomes
Support Contract Management	<ul style="list-style-type: none"> Support effective contract management of metering and billing services delivered by a third party provider Support effective recovery of all Energy charges to residents connected to one of the communal heat networks where LBWF is Energy Provider
Contribute to the development of service plans to meet strategic business goals.	<ul style="list-style-type: none"> Strategic and operational input is provided to wider business planning and development. Customer needs are identified and addressed. Services meet legislative and policy requirements.
Manage complex issues relating to Heat Metering and billing service.	<ul style="list-style-type: none"> Issues are managed through to a satisfactory conclusion. Risk to the Council is minimised.
Research developments in heat metering and billing.	<ul style="list-style-type: none"> Collate, process, and analyse data. Accurate data and relevant reports are produced. Translate outputs into advisory reports and actions as appropriate. Trends and issues are identified and prioritised. Ensure management decisions are supported by relevant evidence.
Support the implementation, maintenance and management of systems, policies, procedures and / or standards within area of responsibility.	<ul style="list-style-type: none"> Changes to systems, policies and procedures are identified and recommended. All updates, amendments, developments are tested and approved prior to delivery. Customers receive prompt, accurate policy & procedure updates. Benchmark against best practice of other local authorities and centres of excellence. Services are delivered to a high standard.
Manage a portfolio of Projects and Reviews.	<ul style="list-style-type: none"> Projects are delivered to agreed specifications, timescales, and budgets. Change initiatives are successfully integrated and implemented across all impacted service areas. Value for money is achieved.

Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	<ul style="list-style-type: none"> All policies and procedures are complied with.
Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	<ul style="list-style-type: none"> Work is carried out in a way that is safe and without risks to health.
Job Specific Accountabilities:	
Provide advice on technical issues and policy in relation to heat metering and billing services.	<ul style="list-style-type: none"> Expert advice, information, interpretation, and support are provided on the full range of technical / professional issues within the area of responsibility.
Setting and reviewing of fair tariffs.	<ul style="list-style-type: none"> Set fair tariffs to maximise outcomes for both LBWF and residents. Costs of energy associated management fees and others are fully recovered. Ensure that all heating charges are calculated in accordance with LBWF's approved model and within regulatory requirements.
To work closely with the various departments within the Council including Housing Operations – People Services, Mechanical & Electrical Team, relevant housing delivery teams, Legal Services and Housing Finance.	<ul style="list-style-type: none"> Ensure compliance with Heat Metering and Billing Regulation 2014 (Amended 2020) and other related strategies, policies, and procedures.
Ensure that billing information for Housing properties are kept up to date	<ul style="list-style-type: none"> Heat and hot water consumption is billed based on actual usage rather than estimated LBWF is not exposed to paying bills on estimates for more than 6 months at a time.
To work with residents to look at ways in which their fuels bills can be reduced through education and property improvements.	<ul style="list-style-type: none"> Residents are aware of ways they can use energy efficiently to reduce their fuel bills. Reduce fuel poverty and carbon usage.
Monitor the efficiency of the metering and billing system.	<ul style="list-style-type: none"> The current system – Systemslink – has correct and current Housing data.
Work closely with site services manager and external contractors and partners.	<ul style="list-style-type: none"> Meters readings are accurately read to inform fair charges. The meter billing system is correctly updated. Staff are trained to be able to read meters.
To monitor and analyse heat and hot water consumption in our properties.	<ul style="list-style-type: none"> Heat and hot water consumption data is up to date and relevant.

	<ul style="list-style-type: none"> ▪ Provide analysis and recommendations as required on ways to improve heat and hot water efficiency and usage.
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Nature of Contacts

Typically involves Heads of Service and Senior Managers across the authority, and external agencies and organisations providing advice.

Work directly with colleagues internal and external, residents, other providers, and external agencies to gather and exchange information and co-ordinate actions.

Communicate effectively with diverse audiences in emotive circumstances. Deal with people at all levels confidently, sensitively, and diplomatically.

Provide specialist advice, guidance, and support on issues within area of responsibility; develop and maintain joint working and promote the Council position.

Consult with stakeholders to identify requirements. Communicate changes in policy and working practice to contacts.

Utility companies, gas, electrical, water, telephone, cable, consultants, government bodies, professional membership bodies and any other contact required to allow delivery of this role's duties.

Housing residents and members of the public.

Procedural Context

Work within a policy framework and regulatory guidelines, applying knowledge of systems, procedures, and best practice. Work to broad managerial direction, within a policy framework and regulatory guidelines, to ensure performance standards are met within a framework of policy and legislation.

Plans own time and co-ordinates the work of others. Plan, organise and deliver interventions and actions. Responsible for professional advice, assessments, or referrals.

Exercise professional judgement in assessing stakeholder requirements, potential risk, and quality assurance of service. Monitor and evaluate performance / service delivery either directly or by direct line staff, ensuring all parties are informed of progress / issues as required.

Provide support to customers, colleagues, and other stakeholders through applying knowledge of systems, procedures, and best practice.

Responsible for meeting performance standards within a policy framework and regulatory guidelines. Accountable for proper use and security of information, resources, equipment and/or facilities within area of responsibility.

Use initiative to deal with complex issues and respond appropriately in an unpredictable work environment. May involve isolated working outside core hours.

The post may be expected to work from other locations.

The post may on occasion require evening and weekend working.

Attend resident meetings.

The role will require site attendance and on occasions the need to wear health and safety clothing and equipment.

Reports to the Heat Metering and Billing Services Manager.

Key Facts and Figures

To analyse trends and produce reports as follows: -

- Energy usage
- Heat and hot water billing for Housing residents
- Residents billing and actual cost
- Performance trends and patterns
- Financial reports
- Reconciliation of annual accounts
- Data / statistical analysis

Resourcing

Budget Responsibilities: None

Supervisory Responsibilities: None

Knowledge, Skills, and Experience

Knowledge of housing legislation.

Knowledge and understanding of heat metering and billing regulation 2014 (amended 2020)

Knowledge of methods of energy billing for residents.

Experience in data and statistical analysis.

Ability to write reports for senior management teams.

Have good customer care and resident engagement skills.

Project management skills.

Ability to use common MS software packages and especially proficient in Excel in including housing databases.

Ability to organise and prioritise works to meet strict and challenging deadlines.

Ability to carry out risk assessments.
Support day to day contract monitoring.
Evaluation of submitted costs.

Indicative Qualifications

Degree or equivalent or vocational qualification in relevant subject or area
Data Analyst skills essential
Advanced spreadsheet skills desirable
Evidence of Continuous Professional Development

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.