

Metering Co-ordinator

PURPOSE

The role shall assist with all metering works that flow through the Asset Management / Meter Asset Manager (MAM) business. The role will handle work requests, exceptions, queries and completions using your knowledge of gas metering to deliver exemplary customer service. The role involves interaction with gas suppliers, service providers and end consumers, hence excellent communication skills are key. The role will support the project delivery and meter asset provider (MAP) functions where necessary.

LOCATION

Home / office based
with occasional site visits

TYPE OF CONTRACT

Full-time

DIVISION

Squire Energy Limited
(Metering / Asset
Management team)

REPORTS TO

Metering Manager

DIRECT REPORTS

None

RESPONSIBILITIES & ACCOUNTABILITIES

- Fully manage new supplier and customer driven metering requests for new installs, upgrades, downgrades, exchanges and removals. Manage appointments with customers and the relevant service provider, chasing resource confirmation and updating the system where required.
- Liaise and collaborate with Stark Group delivery teams, Squire Quotations and Operations teams where necessary, ensuring queries & quotations are raised and responded to timely.
- Collate, investigate, and progress all customer orders and queries through to completion.
- Effectively manage any metering supplier and customer queries through to completion, ensuring that timely updates are given throughout.
- Undertake regular desktop auditing of service provider work, highlighting and escalating non-conformance to a technical engineer where necessary.
- Accurately collate documentation for metering work, filing electronically as required to relevant centralised project folders for quotable works. Raising and issuing of purchase orders for metering equipment, ensuring that these are accurate and correct at all times.
- Process necessary industry applications for approvals, including compiling of GT1 and GT2 paperwork, submitting it to the relevant internal and external stakeholders for completion, within ENA industry guidelines.
- Effectively manage faulty meter queries by engaging with the technical engineers to resolve in a timely manner for the customer/supplier/Meter Asset Provider (MAP).
- Manage and maintain all job updates within the project database with any job status (accepted/cancelled/completed etc.) which is required during the quotation process. Proactively pursuing feedback on issued quotations and provide commentary within the metering team meetings.
- Effectively manage the meter quotation from the internal SEL quotations team and ensure orders are fulfilled and delivered within the provided timescales. Gaining technical approval on returned meter manufacturer quotations to ensure the best technical and cost-effective quotation is issued to the customer.
- Engaging with various meter manufacturers on requesting and ordering of standard and non-standard metering modules.
- Generating and issuing of H&S RAMS for metering works to relevant parties involved, ensuring that these are accurate and signed off by a technical engineer where applicable.
- Generation and analysis of the on-day further work and missed appointment report, managing any anomalies which have been identified.
- Generate all service provider job packs for maintenance, to include scope of works, contact details and RAMs. Ensuring that the returned paperwork is accurate, up to date and uploaded to electronic files in centralised folders. Manage completions and raise escalations as required to the technical team.
- Continue to build and maintain working relationships with Squire Energy service providers and Stark group companies.

GENERAL RESPONSIBILITIES

- To adhere to the company's Equal Opportunities Policy in all activities, and to actively promote equality of opportunity wherever possible.
- To be responsible for your own health and safety, in accordance with the Health and Safety at Work Act (1974) and relevant EC directives.
- To work in accordance with the General Data Protection Regulations.
- To undertake such other duties as may be reasonably expected.

WORKING RELATIONSHIPS & CONTACTS

Daily contact with:

- Manager
- External customers and gas suppliers
- Contractors

Interaction will surround current and prospective jobs and the workflow associated with those jobs.

PERSON SPECIFICATION

Knowledge

- Advantageous to have a good working knowledge of the gas metering industry and associated assets.
- Good to have an understanding of the all the Gas Transporter (GT) procedures.
- Advantageous to have a good knowledge of industry standards to also include industry metering flows.
- Intermediate knowledge of Excel, Word and Outlook.

Skills

- Demonstrate a customer-focused approach to all internal and external stakeholders.
- Display a flexible, positive and "can do" attitude.
- Consistently share best practices to the team and wider organisation.
- Work to tight deadlines delivering a high volume of quality work.
- Strive to meet objectives and improve performance.
- Excellent attention to detail.
- Highly organised.
- Articulate, professional and clear verbal communication skills.
- Present information clearly and in an engaging way.
- Good interpersonal and rapport-building abilities.
- Precise and appropriate written communication skills.
- Good telephone manner.
- Strong problem-solving and analytical abilities.
- Strong administrative and organisational skills.

Experience

- Experience of working alone and part of the wider team to meet tight deadlines and customer demands.

PERFORMANCE

- Your performance and development in the role will be discussed with you in a quarterly Personal Development Review (PDR) meeting and on a more in-depth basis annually.

APPLICATION

If you are interested in this position, would like to work in a challenging, fast-paced environment, and have the ability to work within and lead a project team to deliver a quality service, please forward your CV and covering letter to careers@squireenergy.co.uk