

Senior Metering Co-ordinator

PURPOSE

The role shall support the Metering Team Manager with day-to-day general metering works and escalations that flow through the Meter Asset Manager (MAM) business, collating and sharing team performance reports for the wider businesses. Providing effective collaboration with gas suppliers, service providers and end consumers, means excellent communication skills are key to the role, which is the first point of call for escalations, both for internal and external stakeholders.

LOCATION

Home / office based
with occasional site visits

TYPE OF CONTRACT

Full-time

DIVISION

Squire Energy Limited

REPORTS TO

Metering Manager

DIRECT REPORTS

None

RESPONSIBILITIES & ACCOUNTABILITIES

- 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.
- Execute and manage the daily reports for the Team Manager on performance against team KPIs. Including, but not limited to, the analysis of the completed reports and managing any anomalies which have been identified.
- Specify and designate day-to-day tasks to other team members, ensuring work is allocated and actioned within the team SLA's. Guaranteeing that any additional tasks are captured on the team task list for management visibility. Oversee any escalations raised to the team regarding metering works to resolution.
- Establish and maintain new working customer relationships in partnership with the Team Manager and the Head of Asset Management.
- Supervise the start and end of day team huddles in the absence of the Team Manager. Encourage team members to share best working practices within the team to achieve a great customer experience for both internal and external customers. To continually adapt and modify OWI (operating working instruction) within the team.
- Liaise and collaborate with Stark Group delivery teams, Squire quotations and operations teams where necessary, ensuring queries and 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.
- Accurately quality check the documentation for metering work, filing electronically as required to relevant centralised project folders for quotable works. Authorisation of purchase orders for metering equipment, ensuring that these are accurate and correct.
- Process necessary industry applications for approvals including compiling of GT/1 and GT/2 paperwork, submitting it to the relevant internal and external stakeholders for completion, within ENA industry guidelines.
- Determine the best cause of action for faulty meter escalations by engaging with the Technical Engineers to resolve effectively for the customer/supplier/meter asset provider (MAP).
- Initiate any improvements within the team, always look for continual improvements within the process and proactively share best practices within the team.

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:

- Team manager
- External customers and gas suppliers
- Service providers
- SUFL (Stark)
- PDS (Stark)

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.
- 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 with good attention to detail.
- 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