

# Job Description

<b>Job title:</b>	Energy Admin Assistant – Bureau
<b>Reports to:</b>	Head of Customer Experience
<b>Department:</b>	Bureau
<b>Hours:</b>	37.5 Hours per week Mon-Fri 9.00am – 5.00pm with some flexibility as required
<b>Remuneration:</b>	Dependent on skills and experience
<b>Additional Benefits:</b>	Company Standard Benefits

## About the company

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We **eliminate business energy waste** so that our clients can focus more energy on **powering their business**. We take **complete control** of our clients energy management and **improve bottom line profitability**.

We take a **data and service-led** approach to **controlling** energy, using **Energy Information Technology (EIT)** combined with **people power** and **knowledge**. By taking a **transparent** approach we are able to provide our clients with **complete visibility** and **no surprises**.

Our **amazing people** are **ambitious**, hard-wired for success and are **invested in customer outcomes**, seeking out **continuous improvements** to help deliver a **market leading** solution.

## About the role

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We are looking to invest further in our Energy team and need to recruit high-calibre professionals to help us achieve our growth plans. This is an excellent opportunity to join a winning team and demonstrate your ability to make a positive contribution towards our business goals in a setting that will stimulate you, challenge you, and reward your success.

## Responsibilities

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You will have the opportunity to get involved in the following areas:-

Understand the capabilities of the Energy Management System and from this system deliver administrative assistance

- Obtaining energy invoices from suppliers
- Data entry and validation of supplier invoices
- Managing customer and supplier queries to resolution
- Setting up customer folders for portfolio management
- Aiding with bureau projects & ad hoc tasks as required

- Collection and inputting of HH data from suppliers

Whilst the above are the main responsibilities within your role, dependent on business needs and requirements, you will be required to undertake other responsibilities.

### **Knowledge, Skills, Experience**

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- Ability to communicate effectively and professionally when dealing with customers and colleagues
- Excellent team player with ability to build good relationships
- The ability to be self-motivated and focused on continually achieving and exceeding targets
- Have a proactive and motivated approach to work
- Excellent time management skills with ability to manage workload Analytical skills with excellent attention to detail
- Proficient in use of key Microsoft packages to include Outlook/Excel and Word
- Good commercial acumen with a desire to readily embrace challenges

## Our Brand Pillars, Vales & Behaviours

### Invest In Growth

We **nurture** our people, **develop** our technology and **inspire** our teams to achieve great things

### Our Behaviours

Invest in growth – Our People...

Are **consistent in their delivery** yet always looking for ways to **continuously improve**

Accept willingly and enthusiastically  
An ongoing effort to improve products, services, or processes  
**Embrace** evolution and are **adaptable** to change  
able to adjust to new conditions

**Support** others and work towards common goals

Give assistance to

### Create Exceptional Experiences

We **ignore the accepted** industry norm, our ideas are **bold and adventurous**, and we are **confident** in our ability to deliver **solutions that matter**

Create Exceptional Experiences – Our People...

Are **deliberate** in their approach and **tenacious** in their execution

Carefully weighed or considered; studied; intentional

Unwilling to accept defeat

Having or showing a strong desire and determination to succeed  
Create **ambitious** targets but are never afraid of failure

Are encouraged to break new ground and unlock untapped **potential**

Capacity to develop

### Take Complete Control

We act with **precision** and **authority**, hold ourselves **accountable** and take **pride** in delivering **positive outcomes**

Take Complete Control – Our People...

The power to have an effect on people or things  
Lead by **influence** with clarity and **purpose**  
A sense of resolve or determination

Are **trusted** to make the right decisions

Able to be depended on

Act with **integrity, certainty** and freedom from complexity

The quality of being honest and having strong moral principles

Firm conviction that something is the case