



Energy Operations Co-ordinator

Permanent, full time role

C&C Group, Whyteleafe, Surrey

£25,000 to £30,000 depending on experience and skillset

About C&C Group

C&C Group are a well established software and business process outsourcing company. We work predominantly in the utility and pharmaceutical sectors with many blue-chip clients across a diverse portfolio of software products and services. At C&C Group, we provide a personal service to our customers. This customer-focused approach has enabled us to attract and retain business from a wide range of prestigious organisations across the UK and abroad.

C&C Group's company values are focused on delivering excellence in everything that we do. For us, it's not just about the physical products that we supply, but more about the overall solution we deliver and the way in which we deliver it.

Job Brief

We have an opportunity for an Energy Operations Co-ordinator to join our Business Process Outsourcing Team (BPO). The BPO team is responsible for the outsourced management of the back-office functions on behalf of a number of our gas and electricity clients.

Providing a comprehensive office-based support service, duties include managing the interface with energy suppliers and metering organisations, DUoS billing on behalf of our customers, management of data, reporting, change management as well as managing a range of business and industry processes to ensure our customers' licence obligations are effectively met within industry timetables and SLA's.

This role requires high attention to detail and is ideally suited to an individual with utility sector experience that is process driven, customer focused, numerate and articulate with proactive time management skills.

The successful candidate will be working alongside and supported by highly skilled sector experts.

Responsibilities

- Ensure day to day activities are carried out on time in the right manner and to stringent service levels

- Timely and professional resolution of issues and direct liaison with customers, as and when required, to ensure department and customer needs are met
- Help implement system or process improvements
- Receive and process information whilst communicating effectively across teams.
- Service performance reporting, production of regulatory reports, analysis and meaningful insight.
- Undertake operational acceptance testing of new or revised functionality of supporting IT systems.
- Proactively monitor and maintain industry information to ensure it is accurate, complete and up to date so that month end billing can be executed.
- Pre invoice validation, management of tariff mismatches and ability to identify missing consumption data.
- Monthly billing of electricity/gas suppliers in respect of Non Half Hourly and Half Hourly customers.
- Timely resolution of billing issues and direct liaison with customers as and when required to ensure department and customer needs are met.
- Management of de-energised and disconnected MPANs where consumption data is received.
- Reconciliation of invoices where subsequent data is received post billing and determine appropriate actions.
- Ongoing provision of billing performance reporting, analysis and meaningful insight.
- Help implement change from regulatory obligations, system or process improvements.
- System administration including set up of Half-Hourly MPANs for billing, population and maintenance of tariffs.
- Assist with other back office operational activities.

Requirements

- A minimum of 3 years' experience in an analytical or process driven role, preferably within the utilities sector (gas or electricity) or demonstrable experience in dealing directly with and resolving enquiries and issues on behalf of multiple customers.
- Excellent communicator who is able to liaise with customers in a professional and courteous manner.
- Well organised with a methodical approach to work and excellent time management skills.
- Flexible approach and willingness to adapt to new tasks and duties.

- Pays attention to detail and accuracy.
- Handles all matters in a confidential manner.
- Ability to assimilate information quickly and accurately.
- Demonstrates passion and enthusiasm and a good team player willing to support others
- Good working knowledge of Microsoft Office Word and Excel
- Demonstrable ability to take ownership of problems working with the customer to achieve positive outcomes.
- Excellent analytical skills with the ability to quantify and manipulate data and identify anomalies.
- Willingness to learn with a 'Can Do' attitude.
- Good timekeeping.
- Upon employment, a sound awareness of the Company's Information Security and Quality Management Systems.

What we Offer

As well as a competitive salary and proven opportunities for career advancement, we offer:

- 25 days holiday per annum (plus Bank Holidays)
- Private Pension Scheme (after completion of probation period)
- Comprehensive Private Medical Cover (after completion of probation period)
- Free on-site parking
- Relaxed and friendly working environment

Working hours are 37.5 per week, Monday to Friday working between 08:30 and 18:30 (generally 09:00 – 17:30) with one hour for lunch, although extended hours may be required to meet customer requirements.