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| **Job Title** |  **Energy Management Officer** | **Post Number** |  |
| **Department** |  Resources &Business Change | **Division** |  Property and Business Support Services |
| **Section/Team** |  Property Maintenance and Health & Safety  | **Reports to** |  Hard FM Manager  |
| **Career Family**  | Organisational Business Support | **Role Profile No.** | OBS07 | **Hay Grade** | 7 |
| **Context** |
| About the roleYou will coordinate and administer energy payments, metering information and energy system changes and updates to ensure the Council achieves value for money and can deliver its services. You will represent the council when dealing with the utility companies and tenants.Your key responsibilities include:* Contribute to the procurement and management of appropriate utilities and energy services contract arrangements. Monitor contracts to ensure suppliers meet contract performance measures (KPI’s).
* Maintain and update the systems for monitoring the Council’s energy consumption and renewable energy generation, using relevant databases, software and energy site survey information.
* Monitor, analyse and evaluate data and contribute to reports which identify trends and exceptions to target appropriate interventions to reduce energy consumption, costs and ensure the performance of renewable energy technologies operate efficiently.
* Analyse bills to produce energy and CO2 emissions data for national, local, and Council reporting purposes for use by your manager.
* Submitting renewable energy generation information to Ofgem/ licenced suppliers to support funding applications, rebates etc.
* Monitor and manage the receipt and payment of all supplier invoices. Resolve billing queries with suppliers, keeping an accurate record of the disputed information and correspondence.
* Validate utilities and energy billing and produce electronic payment files for authorisation by your manager.
* Contribute to business cases by producing and analysing energy data to justify utility and energy efficiency measures or the development of energy technologies.
* Contribute to the preparation of applications for relevant grant/ invest to save/ income generating funding streams by researching cost and utilisation data.
* Organise and coordinate the production of Energy Performance Certificates, Display Energy Certificates and Advisory Reports by liaising with external energy consultants to arrange assessments.
* Administer transfer of supplies on and off relevant utilities and energy contracts as required.
* Manage the utility searches process prior to works on site.
* Assist with the development and implementation of the Council’s Asset Management Plans by the provision of energy consumption data, to incorporate measures to reduce the Council’s energy use.
* Provide supporting data to Freedom of Information requests.

Physical Effort and Working Environment (other than in a normal office environment) Primarily an office based post with regular travel to attend site visits and meetings. Occasional requirement to work on sites in unfavourable conditions such as dust, dirt, heat, cold, fumes, noise and rain and occasional work at height due to the need to attend building sites in all weather conditions. Responsible for use of handheld technical equipment on site as required – very occasional lifting or moving of light measuring equipment. About the teamThe Maintenance and Health and Safety Team ensures that the Council has a safe and performing estate. The team comprises building surveyors, mechanical and electrical engineers, and facilities officers. Collectively, the team is responsible for maintenance plans, developing the repairs & maintenance (R&M) programme, procuring and managing minor capital and R&M projects and providing a specialist technical/professional role on major projects. The estate is corporately owned, and the team is responsible for accommodation management and hard and soft facilities management.About the wider section/function Strategic Property Services & Business Support Division sits within the Resource and Business Change Department. The Division is responsible for the strategic and day to day management of the corporately owned estate, which is the Council’s most valuable assets, worth approximately £600m (book value). This includes health and safety and climate initiatives. It is also responsible for acquiring assets and utilising council land and property to generate an increased commercial return and using investments to support its place shaping aspirations within the district. Property Services is also responsible for delivery of the capital programme and reporting on delivery. Problem solving and decision making examples You will need to be able to work on their own initiative. All utilities and energy management activities will be overseen by your manager, but you are expected to plan and prioritise your own work effectively to meet project objectives and/ or service delivery. Complex issues can be referred to your Manager.Support utilities and energy contract management by checking utility and energy bills are accurate, regularly check of energy readings/consumption on invoices against manually read and/or Automatic Meter Reading (AMR) data. Use spreadsheets to produce information from energy data.Checking anomalies in bills are researched and resolved.Resolve meter issues when they are not working accurately, identify the problem and resolve.Monitor, analyse and evaluate solar PV systems and other renewable energy technologies to ensure they operate at their optimum performance.Influence stakeholders in relation to reducing energy usage, conserving energy and developing renewable energy strategies.  |
| **Role Purpose** |
| To provide day-to-day supervision of a distinct specialist area; or to undertake a specialist area of work and/or support within the wider service area. |
| **Key Responsibilities**  |
| **If relevant**: supervise staff on a day-to-day basis including absence monitoring, appraisals, training and recruitment ensuring that team members receive ongoing training, support and development. |
| Research, analyse and evaluate information which may include legislative and regulatory areas to enhance decision making. Provide good technical advice to customers ensuring that procedures and good practice are shared |
| Support the delivery of designated areas of work by co-ordinating day to day operations and contribute to developing projects and processes.  |
| Ensure customers are well informed and that information provided is useful, relevant and given on time |
| Contribute both to the monitoring of projects and reporting on cost effectiveness and quality standards and to the establishing, implementing and reviewing service standards and performance measures. |
| Ensure that accurate records are developed and maintained and that this information is assessed and analysed. |
| Establish good working relationships with customers which will lead to strong standards being established and developed at all levels. |
| Communicate changes in policy and working practice to keep customers up to date and ensure all procedures and systems are updated accordingly |
| Maintain high quality and consistent services to customers. Ownership is taken for responding to and/or resolving queries, complaints and requests from initial contact with the customer |
| Provide an effective administration service ensuring that documents are prepared and issued and where appropriate returns are received and analysed  |
| Accurately and efficiently record, monitor and maintain budgets/financial information/resources and ensure that accounts are reconciled and variances are reported.  |
| **Contacts and Relationships** |
| You **may** supervise a team of staff with various duties.You will research, analyse and evaluate information and give technical advice to customers. You will engage successfully with your contacts and be able to persuade and build effective working relationships at all levels. |
| **Work Planning, Procedures and Organisation** |
| You **may** provide supervision of a distinct section in a specialist environment which may include supporting the delivery of designated work by co-ordinating day-to-day operations.You will undertake a specialist area of work which contributes to the wider service.You will contribute to developing projects, processes and performance measures and will be required to work to deadlines.You will demonstrate a working knowledge of current legislation, regulations and codes of practice in a relevant service. |
| **Knowledge, Skills and Experience** |
| 1. You will have or be able to achieve a good understanding of local government and will have worked in a similar service area
2. You will hold or be working towards a relevant professional/technical qualification.
3. You will have well developed interpersonal and communication skills to build relationships and engage successfully with contacts and customers.
4. You will have experience of working flexibly in a team and across different areas of activity.
5. You will have good numeracy, literacy, report writing, presentation and IT skills.
6. You will be able to undertake effective research and present findings in a clear, concise format.
7. You will have demonstrable experience of meeting service standards, targets and deadlines.
8. You will be able to work cope with competing demands and deliver to deadlines.
9. You will have a good level of general IT skills and the ability to use appropriate specialist in-house software packages.
10. **If relevant**: you will have a proven ability to supervise and allocate work to others, monitoring their performance and taking corrective action.
11. Able to demonstrate the Council’s values and behaviours.
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| **Problem Solving** |
| There are procedures in place which will help you to resolve problems and guide you in how you carry out your duties.How you tackle different situations will be based on choosing the correct solution for the problem using your previous experience and knowledge. Problems tend to fall within the boundaries of your own experiences. Solutions can be tested to see whether the answer is right or wrong within a fairly short timescale.A more experienced member of staff is usually available and can be used to refer situations or problems that are out of the ordinary can be referred. |
| **Facts and Figures** |
| Numbers of staff managed/supervised There is no direct line management responsibility in this role. Size of budget directly controlled or otherwise held by the job holder (please specify in what capacity) or which the job holder has influence over (please specify) Energy expenditure utility billing: Electricity £4m/year, Gas £1m/year, Water & Wastewater Services £100k/year, with overall responsibility held by the Hard FM Manager. Number of enquiries/items processed Electricity c400 supply points, Gas c120 supply points, Water & Wastewater Services 140 supply points.Display Energy Certificates for c50 properties. Value of projects/contracts that the job holder manages/supervises or is involved with (state level of involvement) The job holder is responsible for managing the utility and energy supply contracts and associated metering, and grant, activities. Size, complexity and number of cases/number of clients allocated Utility and energy supply contracts include: gas, electricity, fuel oil, wood (biomass) fuel, water and waste water services.Energy service contracts include: Display Energy Certificates, Energy Performance Certificates, Meter Operator, Data Collector & Data Aggregator, Power Purchase Agreements.The carbon management/environment agenda is a key priority for the council, in line with it’s Asset Management Plans – this post is key to delivering on the council’s energy agenda.   |
| **Organisation Chart** |
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|  | **Head of Service** |  |  |
|  |   |  |   |  |   |  |   |  |  |
|  | **Property Health and Safety** |  | **Hard Services** |  | **Building Surveying** |  | **Soft Services** |  |  |
|  |   |  |   |  |   |  |   |  |   |
|  | H&S Compliance |  | Mechanical Team |  | Building Surveying Team |  | Print and Post Team |  | Security Contractor |
|  |  |  | Electrical Team |  |  |  | Reception Team |  |  |
|  |  |  | Hard FM Team |  |  |  | BBSP Reception Team |  |  |
|  |  |  | Energy Management |  |  |  | Corporate Cleaning Team |  |  |
|  |  |  |  |  |  |  | Community Meals Team |  |  |
|  |  |  |  |  |  |  | Catering Team |  |  |

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| **Person Specification** |
| Please ensure that each of the below match to a number in the knowledge skills and experience section above, and include the relevant number below.Essential  You will have a relevant degree level qualification or equivalent relevant experience.Some experience in contract administration.Knowledge of utilities and billing.Good numeracy and IT skills and proficient in the use of spreadsheets with experience in dealing with multiple data sets.Some knowledge of legislation and guidance relating to utilities, energy and renewable energy technologies. Proven ability to effectively communicate with clients, consultants, suppliers, end users and stakeholders and a customer focussed approach. Excellent interpersonal, verbal and written communication skills.Commercial awareness for example best value and efficiency.Proven ability to work under pressure and use own initiative.A drive and passion for continuous improvement and development in energy management.Proven ability to problem solve.Desirable Membership, or working towards membership, of an appropriate Professional body such as The Energy Institute (MEI)An awareness of public sector procurement and contract regulations.Validated 02.04.24  |