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| **Role Title** |  |
| **Job Family** | **Place Directorate** |
| **Competency Level** | **Principal Officer/ Manager** |
| **Pay Scale** | **PO6** |
| **Purpose** | |
| To strategically develop and operationally manage the heat metering and billing service ensuring the delivery of the service meets all Council, professional, legislative regulatory and policy requirements. To ensure quality and value for money at all times. | |
| **Generic Accountabilities** | **End Results/Outcomes** |
| Lead on the development and implementation of the Council’s Heat Metering and Billing Strategy, Policies and Procedures and standards. | Heat Metering & Billing Strategy, Policies and Procedures support fair and transparent billing of residents on heat networks and communal heating systems    Establish a Heat Metering and Billing Strategy, Policy and Procedures to ensure effective delivery of service |
| Oversee the effective setting and review of tariff based on actual costs that takes account of all related costs | Secure fairer tariffs for residents    Costs of supplying heat and hot water to council homes are fully recovered. |
| Technical Expert on Heat Metering and Billing Services. Advise Senior Managers, Members, and others on issues relevant to the service area. | Provide professional advice, interpretation, information, support, and challenge to Waltham Forest and external parties on the full range of operational, legislative, and strategic issues within the field of expertise.  Feedback and complaints procedures are developed and managed including use of learning from complaints to inform policy development and service design. |
| Oversee the robust and regular use of data and system analysis to identify trends and patterns that inform management decisions and design of support tailored to the needs of residents. | Effective use of data, insight, and intelligence to maximise service outcomes for residents.    Relevant information / data are managed efficiently and accurately. |
| Responsible for staffing budget of £570k and income generation of over £1 million over 5 years and projected to increase as existing and new homes become metered. | Team is well resourced and equipped with the right tools, systems, and support to function effectively. |
| Lead, motivate and develop staff to create and maintain a highly competent and participative workforce. | Develop a highly competent, effective, motivated and outcomes focussed team.  Complete recruitment, induction, performance reviews employee relations and all HR processes to the required standards and timescales.  Set clear objectives and monitor through the Council’s Appraisal process. Ensure regular supervision is undertaken |
| Prepare and present a full range of reports. | Reports are prepared, distributed / presented to the appropriate committee/ to the required standards and timescales.  Evidence based recommendations are made. |
| Ensure the successful implementation of health and safety legislation, policies and practices. | Risks to staff and others are assessed and managed.  Suitable health and safety instruction and training are provided.  There is a safe working environment. |
| Act in accordance with all policies and procedures which apply to the job and understand the reasons for this. | All policies and procedures are complied with. |
| **Job-specific Accountabilities** | **End Results/Outcomes** |
| Manage Heat Metering Operations | * Ensure accurate and reliable heat meter readings and data collection. * Implement best practices for heat metering operations, ensuring compliance with regulatory standards and industry guidelines. * Monitor and analyse heat consumption data to identify trends, anomalies, and potential issues. |
| Billing and Revenue Management | * Develop and implement efficient and accurate heat billing processes. * The manager will ensure fairness and accuracy in the billing system for all residents by effectively aligning the tariff rates with the communal bills and considering maintenance costs. * Implement correct billing methods: The manager will ensure that the billing methods used for the communal heating system are accurate and appropriate for each unit. * Coordinate with finance and accounting teams to ensure timely and accurate invoicing and revenue collection * Monitor and analyse billing data to identify discrepancies and implement corrective actions. |
| Contract Management | * Effectively manage contract of heat metering and billing services delivered by a third party provider * Ensure the effective recovery of all heat and hot water charges levied on residents connected to LBWF’s communal heat network * Compliance with Heat Trust standards /regulatory requirements. |
| Customer Service and Relationship Management | * Manage the heat metering and billing team to ensure a high level of customer service and satisfaction. * Establish and maintain positive relationships with Heat Metering & Billing Contract Provider * Handle escalated customer inquiries or complaints, ensuring prompt resolution. * Develop customer communication strategies to provide updates, information, and educational materials on heat metering and billing services. |
| Team Leadership and Development | * Recruit, train, and supervise the team, providing guidance and support as needed. * Foster a collaborative and inclusive work environment, promoting teamwork and professional development opportunities. * Stay updated on industry advancements, regulations, and emerging technologies related to heat metering and billing services |
| Reporting and Analytics | * Assess the performance of the communal heating networks and generate plans to improve performance * Prepare regular reports on heat metering operations, billing performance, and customer service metrics. * Analyse data and identify opportunities for process improvement, cost optimisation, and enhanced service delivery. * Collaborate with cross-functional teams to develop and implement strategies based on data insights |
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| ***Nature of Contacts*** | |
| Frequent contact with Heads of Service, and senior representatives from external organisations in both the public and private sector, providing expert advice, guidance, and support on complex issues.    Manage relationships with key stakeholders and delivery partners including negotiation of complex political issues / contractual agreements / amendments.    High levels of tact, sensitivity and diplomacy is required. | |
| **Procedural Context** | |
| Work within a policy framework and regulatory guidelines, applying knowledge of systems, procedures and best practice. Work to broad managerial direction, within a policy framework and regulatory guidelines, to ensure performance standards are met within a framework of policy and legislation.  Control the deployment and allocation of service resources within overall corporate and legislative framework. Accountable for the performance of the service area against agreed objectives. Develop service plan for area of responsibility and contribute to term wider service planning. Professionally accountable for interventions within area of responsibility.  Manage complex issues within a framework of policy and procedures. Creative and innovative problem solving of complex issues, often in situations where there is ambiguity, and a significant degree of judgement is required in relation to risks outside the remit of existing policy. Think and act strategically in decision making in a complex professional and political environment.  Development of policies and procedures and strategy for own area. Lead in partnership development, working with a range of agencies and extended services to meet strategic, legislative and Government policy requirements.  Occasionally the post will be expected to work from other locations.  Post holder will oversee operational decisions.  Post holder will normally report into Head of Service. | |
| **Key Facts and Figures** | |
| Reports to: Rents Manager  Responsible for; Heat Metering & Billing Officer x 1 P01 (with potential for additional officers in future) | |

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| **Resourcing**  Budget Responsibilities: Delegated responsibility for staffing budgets up to £570k and income generated of over £1 million over 5 years. Projected to increase over time.  Supervisory Responsibilities: direct line management responsibility for 1 x Heat Metering and Biling Officer. Reports to the Rents Manager, People Services |

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| **Knowledge, Skills and Experience** |
| * Detailed knowledge of the Heat Metering and Billing Regulations 2014 (Amended 2020) and the implication for existing unmetered systems and drive to increase energy efficiency and reduce carbon emissions from heating. * In-depth knowledge of heat metering systems, technologies, and industry regulations. * Proven experience in heat metering operations and billing management. * Ability to manage day to day contractual relationship with heat metering and billing services provider, Nottingham City council (NCC) * Strong analytical skills and proficiency in data analysis tools. * Ability to collate, process, and analyse information / data. Translate outputs into advisory reports / documents / actions as appropriate. * Excellent leadership abilities with experience managing and developing a team. * Detail-oriented with a focus on accuracy and quality. * Ability to handle multiple tasks and meet deadlines in a fast-paced environment. * Highly developed IT skills and an expert knowledge of MS applications (Excel, Word, Power Point), housing databases and housing management system interfaces * Familiarity with billing software and customer relationship management (CRM) systems |
| **Indicative qualifications**  Bachelor's degree in a related field. A master's degree is desirable. |
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The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities that may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.