

# Heat Network Billing Officer

## Assets & Sustainability

Overview	
<b>Role Purpose</b>	Support the Heat Network Billing Manager to manage billing and income collection services for c.35 metered heat networks taking a full cost recovery approach to enable the sustainable delivery of heat and hot water services to residents.
<b>Responsible for</b>	<p>Supporting the contract management of billing services delivered by third party suppliers.</p> <p>The effective recovery of all heat and hot water charges levied on residents and business connected to an NHG heat network.</p> <p>Compliance with Heat Trust standards.</p>
<b>Reports to</b>	Heat Network Billing Manager
<b>Line management</b>	N/A
<b>Tier</b>	Tier 9
<b>Expectation Level</b>	Colleague
Role relationships	
<b>Internal</b>	<ul style="list-style-type: none"> <li>Colleagues supporting the operations, maintenance and metering of NHG heat networks.</li> <li>Local officers to answer queries about heat network billing issues on behalf of residents.</li> <li>Development colleagues to provide feedback on heat network costs.</li> <li>Finance colleagues for payment services.</li> </ul>
<b>External</b>	<ul style="list-style-type: none"> <li>Billing services suppliers.</li> <li>Residents to explain billing and charges.</li> </ul>

Role accountabilities
<ul style="list-style-type: none"> <li>Support the Heat Network Billing Manager manage suppliers who provide billing services to residents and business supplied by an NHG heat network.</li> <li>Manage income collection following the income recovery processes to minimise bad debt.</li> <li>Ensure heat network billing and charges meet Heat Trust standards.</li> <li>Be the first point of contact for residents and local officers with queries relating to heat network billing.</li> <li>Support the Heat Network Billing Manager to analyse data on energy billing and monitor for best value for NHG residents and the business.</li> <li>Deputise for the Heat Network Billing Manager (Billing) as and when required.</li> </ul>

## Role accountabilities

### General

- Ensure you follow the financial regulations, policies and procedures at NHG.
- Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.
- Ensure that you undertake any corporate responsibilities as required, including leading investigations and hearings in formal processes across the business.

The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required.

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

## Personal Specification

### Essential

- Experience of contractor and/or stakeholder management.

### Desirable

- Awareness of the heat network best practice/Heat Trust standards

### Professional expertise (know how & experience)

#### Essential

- Experience of income recovery and debt collection.

#### Desirable

### Skills

#### Essential

- Effective communication skills
- Relationship management
- Effective IT skills including intermediate MS Office skills

#### Desirable

### Qualifications and/or professional membership

#### Essential

- GCSE (or equivalent) Grade A-C in English and Maths.

#### Desirable

- Professional member of a body relevant to heat network services.
- A relevant qualification in a relevant discipline.
- A recognised contract management qualification.

## NHG Expectations

NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.

This role is a **colleague** expectation level and therefore you should refer to the **colleague** expectation profile in addition to this role profile.

The full NHG expectations framework is available on our external job site page and intranet, Milo.

You'll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.