



Heat Network Team Co-ordinator



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Energy Provision Service | Assets

What's it all about

As Heat Network Team Co-ordinator, you will support the team to deliver projects making sure minimum client standards and requirements are met for both internal and external stakeholders. Lead on admin support for various projects managed by the Heat Network Team. As Team Co-ordinator you will support the team with ad-hoc admin duties.

How you'll make a difference

As the Team Coordinator, you'll play a key role in supporting the Heat Network Team in delivering outstanding service to both internal and external stakeholders. You'll provide essential administrative and project support, gaining hands-on experience in areas such as:

- Provide support to your team in data entry, compiling reports and monitoring.
- Ensure purchase orders are raised promptly and accurately and monitor cashflow.
- Collating and disseminating finance reporting data as per the Team's requirements.
- Process invoices, administer quotation and tender processes consistent with NHG procedures.
- Manage team communications including having oversight of the shared mailboxes, resident letters and phone calls, external agency and staff queries and responded within SLA's.
- Project admin management of special programmes.
- Record keeping (agenda and notes) for meetings and administer action log.
- Administering complaint responses within the team.
- Research, analyse, manage, and evaluate other ad hoc projects; manage other services as required by the Heat Network team and Senior Management.
- Provide support with processing Team PO's and Invoices and finance reporting data.
- Develop and maintain strong data collection, presentation and analysis processes and practices to support effective performance and decision making.

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.
- Ensure that you follow and keep up to date with all relevant Notting Hill Genesis and statutory policies and related procedures including health and safety and financial regulations.
- Hybrid arrangements - at least three days a week in an office or in a community/site based/partnership setting. On other days, working from home may be possible, depending on the work needed and the interaction required.

All about you

Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. Please [refer to the framework](#). This role is at **staff** level.

How you'll do it

- Update and amend details on Heat Network Billing workbooks and files.
- Support the team in achieving compliance targets.



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Essential knowledge, experience and skills including qualifications and professional membership

Professional expertise
Essential
<ul style="list-style-type: none">• Experience of developing and running administrative systems and procedures• Experience of managing conflicting priorities in a busy office environment• Take responsibility for your own learning and development
Skills
Essential
<ul style="list-style-type: none">• Experience in managing projects and going research• Excellent verbal and writing skills• Effective IT skills including intermediate MS Office skills with a focus on Excel• Ability to make meeting agendas, take minutes and produce summary reports

This role is subject to a **basic** criminal record check (CRB) issued by the disclosure and barring service (DBS)