**Job Profile comprising Job Description and Person Specification**

**Job Description**

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|  **Job Title:** Energy Management Officer | **Grade**: PO2 |
| **Section:** Property Services  | **Directorate:** Housing and Regeneration |
| **Responsible to following manager:**Energy and Data Manager | **Responsible for following staff:**0 |
| **Post Number/s:**2 | **Last review date:**  |

**Working for the Richmond & Wandsworth Better Service Partnership**

This role is employed under the Richmond & Wandsworth Better Service Partnership. The overall purpose of Richmond & Wandsworth is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

Richmond & Wandsworth Better Service Partnership aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

**Job Purpose**

The post holder will be responsible for helping shape and advising on the Department’s energy management strategy. This will include the management of contracts relating to energy provision, metering and billing services, electric vehicle charging points across the Council’s estates and, solar PV and solar thermal installations across its stock on behalf of the Organisation.

Tasks will include managing and maintaining data collection and analysis and reporting on the performance of appropriate operational contractors and projects.

The post holder will be required to assist with ongoing operational work associated with these areas, including setting, and reviewing tariffs, and monitoring performance.

You will challenge invoices and bills that you do not think are accurate, resolve associated queries and orchestrate the timely and accurate processing of invoices and bills. This is a great opportunity to take ownership of specific projects which support effective utilities management.

**Specific Duties and Responsibilities**

1. Manage complex sustainability data collection, coordinating with key stakeholders and senior management. Interpret, collate, and report relevant data related to energy management to senior management, this will include critical analysis of performance.
2. Manage and monitor contractor performance, developing key performance indicators’, service level agreements and conditions of contracts. Liaise with external contractors to ensure the correct installation and certification of technology is fitted, maintaining relevant records and systems.
3. Prepare monitoring reports to ensure supplier billing aligns with usage and meter readings, and process payments for utilities and supply energy/water data for Freedom of Information requests.
4. Engage with external stakeholders and senior management to ensure that energy management and sustainability services deliver best practice. Manage relationships with external stakeholders, such as the Government, GLA, utility companies, and the private sector.
5. Thoroughly review and audit consolidated utility invoices for discrepancies, errors, or anomalies, collaborating with internal teams to address and resolve issues promptly, ensuring the continuous and uninterrupted delivery of utility services across the organisation.
6. Act as the primary point of contact for all queries regarding communal utilities, liaising with utility suppliers to obtain and provide accurate management information, monitoring utility performance, and working closely with utility providers to resolve any discrepancies, disputes, or service issues efficiently.
7. Maintain comprehensive and accurate records by systematically extracting, analysing, and interpreting data, generating detailed reports, drawing actionable conclusions, and implementing robust cross-checking mechanisms to ensure the integrity and accuracy of all utility-related data and reporting.
8. Develop and maintain strong, productive relationships with both internal stakeholders (e.g., colleagues and departments) and external parties (e.g., utility suppliers and service providers), managing customer queries, resolving supplier issues, and driving continuous improvements in service delivery and problem resolution processes.
9. Assist in the development and delivery of funding applications for energy efficiency projects, supporting the preparation of required documentation, conducting data analysis, and ensuring compliance with funding criteria to secure financial support for energy management initiatives.

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
* To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
* To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
* To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
* To understand both Councils’ duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
* The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

**Additional Information**

N/A

**Team structure**

For the current structure please go to The Loop.

**Person Specification**

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**Our Values**

**THINK BIGGER**

**EMBRACE DIFFERENCE**

**CONNECT BETTER**

**LEAD BY EXAMPLE**

**PUT PEOPLE FIRST**

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](https://www.richmond.gov.uk/media/afdbdeao/five_values.pdf) as they are an integral part of our recruitment and selection process.

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| --- | --- |
| **Person Specification Requirements** | **Assessed by** **A/I/T/C** **(see below for explanation)** |
| **Knowledge** | **Essential** | **Desirable** | **Assessed** |
| An awareness of energy and climate change with the ability to take a lead on energy management issues and projects, and provide advice and recommendations. |  |  | **I** |
| Knowledge of computer packages, including the Microsoft Suite and data software packages. |  |  | **I** |
| Up to date knowledge of energy related environmental issues |  |  | **I** |
| **Experience** | **Essential** | **Desirable** | **Assessed** |
| Experience of working in a busy environment working to tight deadlines |  |  | **I** |
| Previous experience within an analytics, finance or energy background |  |  | **I** |
| **Skills** | **Essential** | **Desirable** | **Assessed** |
| Technically proficient in Microsoft Word and Excel and use of formulas |  |  | **T** |
| High level of interpersonal skills with the ability to negotiate and communicate effectively at all levels |  |  | **I** |
| Ability to interpret data and reach appropriate conclusions in a defined timeframe |  |  | **I** |
| Strong organisational/time management skills, with the ability to work under pressure and handle competing priorities in meeting deadlines and commitments |  |  | **I** |
| Ability to implement and embed policy and procedure and to recognise opportunities to enhance service delivery |  |  | **I** |
| **Qualifications** | **Essential** | **Desirable** | **Assessed** |
| Possess a relevant degree / diploma or experience  |  |  | **C** |
| Working toward completion in a relevant environmental subject i.e. Sustainability / Environmental Management |  |  | **C** |

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**