**Capsule Supplementary Information: Meter Data Co-ordinator**

**This supplementary information for Liaison Officer is for guidance and must be used in conjunction with the Job Capsule for Job Family: Job Zone: Level 3 Zone 1**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role Purpose:**

Tackling fuel poverty is important to Camden and acknowledges how effective is it for tenant /leaseholders (residents) to have all necessary information available to them in order to manage their energy consumption effectively. In particular their electrical supply/meter readings, which for many residents, is extremely difficult to obtain as their meters are contained in communal electrical intake cupboards. Access to these specific areas are retricted due to associated health and safety regulations and therefore, secured and limited to named Council officers/utility personnel only.

In addition, we acknowledge that there are a number of residents with prepayment energy meters that incurs more frequent access to the meter itself. This is done by the resident using pre-paid measures such as smartcard, token or smartphone app.

This role will therefore support residents by providing readings and any other associated work as specified.

**Example outcomes or objectives that this role will deliver:**

* The post holder will work within the Estate Management Group but be solely responsible for collecting electrical meter data in communal areas only, in which to share with the appropriate resident upon request
* To assist residents in the provision of accurate meter readings for effective bill query management with their individual energy providers.
* The post holder will be working to assist residents who hold prepayment energy meters, to work with them and their utility provider to relocate them within their own properties for ease of access
* The post holder will be the technical lead responsible for capturing information where meters are situated and entered onto the central register supported by the Energy Management and Sustainability team
* Required to assist in the delivery of various other projects by the Estate Management Group in relation to this area or associated area of work.
* To assist utility providers on site where applicable, to gain access to meter cupboards if and when required.
* Actively participate in the governments smart meter roll out programme and enhanced management of their fuel bills by securing access for utility providers during the installation process
* To check intake cupboards etc., where meters in communal areas are housed for security, hazards, unauthorised storage by residents and take appropriate action to rectify it.
* To report any hazards found in communal areas to the relevant officer/section
* Collect, maintain and manage good quality data to enable accurate reporting
* To identify trends and issues that need to be raised at performance meetings related to delivery of this work, health and safety and any other issues that may impact upon the delivery of the service
* To specify and/or agree corrective action with colleagues/utility companies where problems have been identified
* Record inspection results on the Council’s IT sustem or provide written reports as appropriate to monitor contractor performance, capture areas in need of improvement and identify risks that need to be managed
* Manage financial charge payments where appripriate

**People Management Responsibilities:**

There are no staff management responsibilities

**Relationships:**

* The post holder will report directly to the Caretaking Support Manager
* The post holder is required to share experiences and knowledge with colleagues, and to keep the line manager fully informed about appropriate issues.
* The ability to communicate effectively with tenants/leaseholders
* Ability to use own initiative and manage workload with minimal instruction
* The post holder will contact the following on a regular basis in order to carry out the main duties and responsibilities of their job:
* Tenants/leaseholders;
* Council officers;
* Emergency services;
* Energy suppliers;
* Energy network providers;
* Contractors;
* Councillors;

**Work Environment:**

* The post holder will be required to be adaptable, working in an environment that is subject to change and conflicting priorities, meeting tight deadlines which can change on a daily basis
* The post hodler will be expected to communicate with and meet residents on site where applicable.
* The post holder will be on occasisons, expected to read meters in confined areas
* The post holder will be required to attend meetings where necessary
* The post holder is required to work a 36 hour week between the hours of 07.00 and 19.00 Monday to Friday. The post holder may be required to work occasionally out of hours and at weekends.
* Work is largely performed on site around the borough although working within an office environment will be necessary for carrying out administrative functions.
* Access to some parts of buildings may require use of a ladder.

**Knowledge and Experence:**

**Desirable:**

* Experience in safety awareness linked to building services

**Essential:**

* A knowledge and understanding of legislation relating to day-to-day duties of the post and in the workplace e.g. health and safety, Data Protection Act, hazard reporting.
* Experience of collecting, developing, maintaining and monitoring the administration of management information systems procedures and records.
* Hold a full and clean driving licence and prepared to drive Council supplied vehicle to undertake the role where applicable
* Ability to work on both own initiative with minimum supervision and as part of a team.
* Experience of IT and associated skills
* Experience of prioritising and planning conflicting workloads on a regular basis in order to meet deadlines and set targets.
* Experience of communicating effectively both verbally and in writing with residents, contractors, colleagues, elected members, utility providers etc. ensuring that customer care standards are adhered to at all times.

**Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

* Deliver for the people of Camden
* Work as one team
* Take pride in getting it right
* Find better ways
* Take personal responsibility

For further information on the Camden Way please visit: <https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1>