

JOB TITLE

- Energy Analyst (Manchester / Blackpool Based)

MAIN PURPOSE AND SCOPE OF THE JOB

- A multifaceted role responsible for one of LGE's strategic customers. The Analyst will be the first line of response for day-to-day queries and will understand the customers internal processes in order to better facilitate LGE's service to integrate with the customers' business requirements. Support for other LGE customers will be required from time to time.

POSITION IN ORGANISATION

Reports To: Validation Team Leader (Temporary)

Responsible For: Not Applicable

Budget Responsibilities: Not Applicable

SALARY RANGE

- £19,000 - £21,000

DUTIES AND KEY RESPONSIBILITIES

- Management of the clients site list to ensure that it remains current and correct. Ensuring that all change of tenancies are accurately captured.
- Manage in-coming Change of Tenancies
- Monitor and report on AMR roll-out program and the availability and operationality of fitted AMR devices.
- Carryout out pre-validation checks on portfolio and portfolio consumption figures, identifying and reporting any anomalies.
- Applying numerical skills to analyse data, interpreting facts and figures presented in the form of statistical tables and diagrams, thinking critically, and checking for errors.
- Interpreting and managing data, and responding proactively
- Following operational processes and looking at ways of improving existing processes and bringing new ideas to both teams.
- Providing analytical and insightful recommendations to the customer .
- Liaise with suppliers and internal teams to resolve queries
- Liaise with the teams within LGE to facilitate their input
- Handling escalated queries of a complex nature
- Managing and resolving problems which arise, in a timely and professional manner
- Identifying opportunities to support and develop the business
- Support the Account Manager with client meetings

GENERAL RESPONSIBILITIES

- Promote LG Energy Group Limited’s corporate ethics of transparency.
- Comply with LG Energy Group Limited’s Health and Safety Policies
- Assist LG Energy Group Limited in maintaining its ISO 9100:2015 standard

PERSON SPECIFICATION TEMPLATE

| | CRITERIA |
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| SKILLS AND ABILITIES | <ul style="list-style-type: none"> • Develop business relationships with key market players. • Highly analytical with a strong attention to detail. • Excellent communications, interpersonal and organisational skills required. • Good understanding of business processes and data management. • Proficient in Excel, PowerPoint & Other MS Office applications. • Excellent organisational and time management skills. • Excellent numerical skills, capable of interpreting information to compile informative and accurate reports. • Ability to interpret contractual information and communicate it effectively to customers and colleagues. |
| EXPERIENCE | <ul style="list-style-type: none"> • Would be advantageous to have 2 years energy sector market experience. • Would be advantageous to have knowledge of energy supplier product offerings. • Experience in managing the needs of a complex client. |
| KNOWLEDGE | <ul style="list-style-type: none"> • Good Secondary Education, Literacy and Mathematics • Would be advantageous to have knowledge of energy supplier product offerings. • Good understanding of business processes and data management. • Proficient in Excel, PowerPoint & Other MS Office applications. |
| PERSONAL ATTRIBUTES AND OTHER REQUIREMENTS | <ul style="list-style-type: none"> • Must be able to work in a pressured environment. • Operative effectively as part of a team as well as autonomously. • Adapt quickly to a dynamic environment. • Must be personable with the ability to build rapport with clients. • Be fully self-motivated. Excellent communications, interpersonal and organisational skills required. • Able to work as part of a team, contributing and sharing best practices, knowledge, resources, and ideas. • Always presented in a professional manner befitting of an LGE employee representing the organisation on a client site. |