

JOB TITLE

- Energy Bureau Team Leader

MAIN PURPOSE AND SCOPE OF THE JOB

- We are looking for an Energy Bureau Team Leader. The ideal candidate will have extensive experience of managing all aspects of Energy Bureau Services Team and be responsible for delivering a first-class service to the clients of LGE.

POSITION IN ORGANISATION

Reports To:	Director of Operations and Trading
Responsible For:	Data and Validation Functions (Bureau Team)
Budget Responsibilities:	Energy Bureau Team

SALARY RANGE

- £30,000 - £35,000 dependent on experience

DUTIES AND KEY RESPONSIBILITIES

- Lead the Energy Bureau Team and Develop Team Members
- Assign tasks to members of the Energy Bureau Team
- Responsible for mentoring team members and team member 1-2-1's
- Recruitment of new team members
- Develop LGE's Bureau services utilising its systems (Optima)
- Ensuring that all supplier invoices are captured with LGE's validation system
- Analyse and assess the accuracy of energy charges
- Issue weekly, monthly, ad hoc reports ensuring that team priorities are met
- Liaise with suppliers to raise and resolve invoice queries in a timely manner
- Communicate ongoing queries internally to the relevant parties
- Adhere to internal processes to ensure guidelines are met

GENERAL RESPONSIBILITIES

- Assist in delivering contracted services to LGE's customers.
- Promote LG Energy Group Limited's corporate ethics of transparency.
- Comply with LG Energy Group Limited's Health and Safety Policies.
- Assist LG Energy Limited in maintaining its ISO 9100:2015.
- Developing a right first-time culture of doing things within LGE.

PERSON SPECIFICATION

In these sections you should detail the qualities, skills and experience you are looking for in the person you would like to employ.

	CRITERIA
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Clear and concise written and spoken communication skills. • Excellent problem solving and analytical skills. • Ability to present written information in a structured and balanced way appropriate to the needs of the reader. • Basic knowledge of Excel and other Microsoft Office software. • Strive to improve process wherever possible. • Excellent organisational and time management skills. • Ability to build and sustain relationship with both internal and external parties. • Ability to work accurately with a high volume of data.
EXPERIENCE	<ul style="list-style-type: none"> • Experience of working to strict deadlines. • Line Manager experience desirable support will be provided • Ability to deal with a large volume of transactions, managing multiple internal and external stakeholders • Stakeholder management at all level's • Continuous Improvement • Experience of working within a team and autonomously. • Experience of using energy database Optima (desirable). • Experience of working in bill validation or a billing department
KNOWLEDGE	<ul style="list-style-type: none"> • Knowledge of energy industry • Knowledge of UK energy Legislation • Knowledge of UK energy invoice processing and query resolution
PERSONAL ATTRIBUTES AND OTHER REQUIREMENTS	<ul style="list-style-type: none"> • Be a good leader / motivator, demonstrating loyalty and commitment to the organization and team members. • Strong coaching and communication skills. • Numerate and Analytical. • Good business acumen. • Enthusiastic and passionate. • Punctual. • Flexible and adaptable attitude. • Conscientious