



Job Title: Utilities Officer

Grade: 5

Salary: £26,338 to £30,805 per annum, pro-rata if part-time

Department: Estates and Campus Services

Hours/Contract: Full-time or job share, Permanent

Job Family: Management and Administration

Reference: 11527

Role Purpose

The purpose of the role is to provide administrative support to the Carbon and Energy Team. Daily interaction with the utility management systems and SAP is required to validate, correct and analyze utility (electricity, gas, heat, steam, water and sewerage) data. The post holder(s) will ensure that all energy and carbon compliance contracts and records are maintained. The post holder will provide comprehensive utility financial forecasting, energy and carbon reporting to various UoL and external stakeholders. The post holder will be responsible for coordinating, prioritizing and organizing of all inbound workflows through Utilities & Carbon mailbox in a timely and efficient manner.

Resources Managed

No line management responsibility. The utilities and carbon contract budget of circa. £17.2M per year. Whilst this role does not manage the budget the post holder will provide information which will be relied upon by Head of Carbon and Energy in managing the University's utility budget.

There are 3 Utility Management Systems at the University: Databird system, Nordomatic Energy System (eSight) and Power Monitoring Expert System. There are 1,000+ utility meters connected to these systems to enable identification of energy and water efficiency in buildings, to comply with energy/carbon regulations, budget forecasting and bill validation.

Main Duties and Responsibilities

- Contribute and assist the Head of Carbon and Energy Management and Estates Finance Business Partners with budget monitoring by producing monthly accruals and annual forecasts for the current and subsequent financial year on a rolling quarterly basis or as required. Compile, check and issue University's fuel and power VAT qualifying use annual certificates using agreed VAT model to ensure that VAT is accurately reclaimed for fuel and power. Monitor and report exceptions.
- Manage energy/carbon compliance contractors to issue annual Display Energy Certificates, ad hoc Energy Performance Certificate, 5-yearly Air Conditioning Inspections and other future regulations in timely manner. Monitor and report exceptions.
- Develop and maintain utility management software platforms e.g., eSight Software, Dynamat, Dynamatlite and eSight Dashboards so the platform provides robust data for reporting and analysis. Using metering software, analyze half-hourly meter reading/consumption data profile, evaluate, monitor and report on exceptions. Assist the BEMS Technician in the day-to-day operation of the University's metering systems through assessment of collected utilities data from various utility meters.
- Act as a central point of contact for carbon and utilities reporting. Develop and provide monthly energy/water/carbon (Scope 1 & 2) performance and benchmark reports to support University's





Net Zero Carbon objectives and targets. Develop and maintain monthly and annual utility records for EMR/EMS (for energy, water and carbon), carbon & energy statutory compliance, energy/carbon management standards, behavioral change projects and other reporting that may arise in the future. Provide verified utility data to external parties as necessary for billing, rebates and energy/carbon saving projects and schemes.

- Assist BEMS Engineers to order biomass and other fuels as requested by the Estates and Campus Services Teams. Work with suppliers and internal stakeholders to facilitate fuel delivery seamlessly. Monitor expenditure and report exceptions.
- Assist Head of Carbon and Energy with the procurement of energy and water supplies, meter operator and other energy/carbon compliance contracts.
- To process all utility invoices within the terms of the contract with individual suppliers:
- Perform monthly utility bill validation by analyzing industry/market costs compared to the University's actual consumption of electricity/gas/heat/steam/water to identify where imbalance exists on the accounts. To take proactive steps with the suppliers to remedy the shortfall and take action accordingly in a timely manner. Ensure the volume of energy and water from Meter Operator records is accurate and in line with the volume of energy and water the University is invoiced to. Monitor expenditure and report exceptions.
- Review and process utilities invoices and recharges in a timely manner.
 - a) Ensure all invoices are sent for scanning to reach SAP workflow for timely processing.
 - b) Ensure all invoices are coded correctly and sent for further authorization to achieve the payment terms of 21 days.
 - c) Make sure all invoices are digitally filed in the correct format and folder.
 - d) To recoup costs, generate recharges e.g., DiRAC, Air Monitoring Unit, banks, etc. and issue utility debtor invoices to third parties e.g., QE College, etc.

Internal and External Relationships

You will work closely with the Head of Carbon and Energy, BEMS Technician and Estates Finance Business Partners regarding Utilities.

You will work with Utility companies and energy brokers on a range of issues including invoicing and metering queries.

You will work closely with colleagues in the University Finance departments e.g. Accounts Payable regarding invoice payments and Direct Payment queries.

You will work with other members of the Assets Management Team, Projects Team and Sustainability Team regarding matters of utility finance management and service delivery.

You will communicate with customers and service users to understand their data query and requirements, thus ensuring that their problems are correctly and effectively resolved.

Planning and Organising

Organise own time to ensure that Utility systems are managed efficiently and meets the needs of the department and that all requests (including urgent requests) can be dealt with effectively.





Organise own schedule to ensure that invoices queries are dealt with in a timely manner.

Plan (up to several weeks ahead) to ensure that work is prioritised correctly and that invoices and all queries relating to these, are dealt with in a timely and efficient manner.

The above list of Accountabilities is not exhaustive. The post-holder will also be required to carry out other duties as may be reasonably required by line management.

Qualifications, Knowledge and Experience

Essential

Either

- Academic or vocational qualifications (NVQ 2/3, 5 GCSE passes at grade C or above, City and Guilds or equivalents) plus practical work experience in a relevant role*

Or

- Extensive relevant work experience in a comparable setting*
- Proficient user of Microsoft Office, (including Outlook) and the internet*
- Evidence of a working knowledge of a financial software system e.g. SAP*

Desirable

- Experience of using SAP, or similar finance system.
- Experience of working within a HE, or other public sector, setting.

Skills, Abilities and Competencies

Essential

- Good oral and written communication*
- Excellent numeracy skills*
- A proven ability to work with accuracy and attention to detail.
- Assertive nature to ensure adherence to financial processes.
- A proven ability to organise and prioritise own workload and to work with minimum supervision.
- Tenacious approach to ensure tasks are driven through to completion in a timely fashion.
- Ability to be flexible and use own initiative to deal with urgent tasks.
- Willingness to attend training courses to enhance knowledge and understanding of Carbon and Energy area
- Ability to work independently and as part of a team.

Desirable

- An understanding of the University's financial regulations

****Criteria to be used in shortlisting candidates for interview***





Supporting University Activities

As a University of Leicester citizen, you are expected to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We expect all staff as citizens to work flexibly across the University if required.

University Values

Inclusive - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

Inspiring - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

Impactful - As Citizens of Change we will generate new ideas which deliver impact and empower our community

Equity and Diversity

We believe that equity, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equality support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equality, diversity and inclusion.

