

PFP ENERGY BUSINESS

JOB PROFILE

Job Title: Administrator - Business Team (Registrations, Loss and Change of Tenancy)

Report To: Business Operations Team Leader

Job Purpose**

Reporting to the SPA and COT's Team Leader, the SPA administrator will ensure that the customer on boarding, loss and renewal processes runs as efficiently as possible.

Time is of the essence when registering acquisitions, therefore you must ensure that they are processed as quickly as possible, whilst also ensuring that all change of tenancy/occupancy notifications are investigated, validated and the supply retained as per the company processes.

- Monitor daily exception reports.
- Manage acquisitions through to first bill.
- Handle rejection/objection/loss data flows.
- Liaise with metering agents and other 3rd parties.
- Handle the customer renewal process
- Manage Erroneous Transfer process (ET's)
- Change of tenancy/occupancy investigations
- Validation of tenancy agreements and other legal paperwork
- Ticket management
- Mailbox management
- Dealing with customers over the phone and via email/post
- Dealing with a large volume of inbound/outbound calls

Key Accountabilities

- Ensure acquisitions are processed quickly and efficiently
- Accurate data input.
- Ensure SLAs are met
- Work to tight deadlines
- Use of Land Registry and Companies House
- An ability to quality check legal paperwork
- Working with MOP, MAP, MAM, DC/DA
- Continuously looking for opportunities to improve processes, systems and procedures
- Cover other team tasks as and when required

Skills/Knowledge/Experience

- Strong computer skills
- Strong persuasion skills
- Strong negotiation skills
- Keen eye for detail
- Knowledge of UK energy data flows (desirable)
- Ability to empathise with customers
- Ability to work and remain calm under pressure
- Ability to multi task
- Excellent communication skills
- Problem solver
- Focused and driven
- Self-motivated
- Strong knowledge of Microsoft Office
- Ability to manage own workload

Working Relationships

- Works productively and supportively with colleagues and team members
- Works productively and supportively with external third parties and suppliers

- Internal group functions and departments supporting the overall operation of the energy business

Company Perks

- Pension contribution
 - Relaxed working atmosphere
 - On site canteen with pool table
 - Free coffee and tea making facilities
- Job Types: Full-time, Permanent
- Salary: Dependant on Experience