

Billing Operations Administrator

Location

Newforge Lane, Belfast

The entrance to Newforge Lane lies off the Malone Road and is well-served by bus Metro Service 8.

Contract Permanent - Full Time

Working Hours 37 hours - Monday to Friday

Hybrid Working 2 days working from the office and 3 days working from home

Salary Starting salary £23,800 with opportunities to progress.

Date

May 2024

Company

enÉrgia



Energia Group is a leading energy company with substantial businesses in both RoI and NI, dedicated to playing a key role in decarbonising Ireland's energy system.

Operating through three key business units - Renewables, Flexible Generation, and Customer Solutions (Energia in RoI and Power NI in NI) - we provide advanced energy solutions and technologies through our brands, Energia and Power NI.

At Energia Group, we are dedicated to driving Ireland's renewable energy future while supporting local communities through partnerships and initiatives such as employee volunteering programmes and community benefit funds.

Proudly led by experts and home to many future leaders, our talented employees are our most valuable assets. We invest in their development through various Learning and Development Programmes to nurture sustainable careers and support our employees' personal development plans.

With our People Strategy, we prioritise a safe and inclusive work environment, supporting employees at every stage of their careers. We are committed to diversity and inclusion, signatories to the elevate pledge, and hold the Bronze diversity mark.

Power NI, as part of Energia Group, is Northern Ireland's most trusted energy supplier, delivering the products, services and value that families, businesses and communities need today - for a greener, more sustainable tomorrow. We are NI's largest electricity supplier, energising over half a million homes, farms and businesses for over 90 years. We are driving positive change for people living here and for the future of our planet through sustainable, smart, affordable and customer centric products and services.

We are looking for people with positive energy, who want to make an impact in their roles through a meaningful career with us.

About the role

Reporting to the Billing Operations Team Leader, the Billing Operations Administrator is a key role, processing commercial related registrations, exceptions and working on multiple key billing processes.

You will be continually responsible for ensuring Commercial Registrations and Exceptions are completed by strict deadlines whilst providing valuable support to colleagues within the team.

Responsibilities

Day-to-day, here's what your new role would look like:

- To process a variety of exceptions to-dos, ensuring that customers are billed accurately and in a timely fashion.
- Ensure efficient and timely processing of all registrations in line with both business and market requirements.
- Responsible for ensuring billing processes and procedures are followed accurately and in line with critical billing deadlines.
- Manage all Billing Operations Queries in a Timely Fashion as per KPIs.
- Gathering and processing all relevant information required to ensure accurate and timely query management.
- Liaise with network businesses to resolve customer issues.
- Work as part of a team to achieve business performance targets ensuring Energia continues to grow as a business.
- Represent Team at any internal and external meetings when required.
- Carry out all duties in line with company policies, procedures and relevant industry guidelines.

About you

What you'll need:

- At least 6 months experience in a Service Operations Environment or Admin Role.
- Ability to build effective relationships and liaise successfully with internal and external customers.
- Proven experience of working to strict deadlines and KPIs.
- Proficient in the usage of Microsoft Office.

These help decide between those who meet all the above criteria:

- Working knowledge of Oracle CC&B billing system.
- Understanding of Utility market structures.

If you are enthusiastic about this role but don't meet every single requirement, we still encourage you to apply. Your past experiences might be the perfect match for this or other positions, making you the unique talent we're looking for.

Energised for better

These are the behaviours, skills, and knowledge you need to be successful in our organisation:

Leading Self

Effective Collaboration
Flexibility, Agility
& Resilience
Emotional Intelligence

Future Ready



Ideation & Innovation

Achieving Success

Customer &
Stakeholder Centric
Critical Thinking &
Problem-Solving
Strive For Excellence



What we can offer you

 <h3>Our Rewards</h3>	 <h3>Learning & Development</h3>	 <h3>Social Opportunities</h3>
 <p>23-25 Days Holiday / Year +11 statutory</p>  <p>Annual Bonus</p>	 <p>Award Winning Wellbeing Programme</p>  <p>Mentoring</p>	 <p>2 Volunteer Days / Year</p>  <p>Social Clubs</p>
 <p>Cycle to Work Scheme</p>  <p>Wellbeing Fund</p>	 <p>Career Development</p>  <p>Employee Assistance Programme</p>	 <p>Sports Clubs</p>  <p>Green Team</p>
 <p>Health Care</p>  <p>Milestone Moments eg. increased holidays</p>	 <p>Learning & Development Programmes</p>  <p>Employee Connect Groups</p>	 <p>Blues Busters</p>  <p>Women's Network</p>

Awards

- Best Corporate Wellbeing Programme
- Women in STEM - Best Recruitment Campaign
- Special Award for CSR and Charitable Initiatives (UK Utilities & Telecom Awards)
- Best Storytelling Award (Spider Awards)
- Silver in Social Sustainability, Diversity and Inclusion initiative of the Year (Greener Possibilities)



Just a minute