



Barking Strategic Energy Centre (under construction)

The Company:

B&D Energy Ltd is wholly owned by Barking and Dagenham Council. It was set up by the council as part of their drive for Barking and Dagenham to be the 'green capital of the Capital' by delivering low carbon and working towards zero carbon energy projects throughout the borough.

B&D Energy supplies hot water and electricity to 100's of consumers throughout the Borough and is expected to increase in size to over 10,000 accounts in the coming years. Our customers expect high standards of service, reliable energy and accurate billing information.

The Role: Administrator

An exciting opportunity is available to support the growth of the business. The successful applicant will be at the centre of the operation and will be exposed to all the aspects of the business.

The role suits an aspirational individual who is interested in progressing in business within a young team.

The small team are required to support one another and do whatever is required to ensure that energy is always available, customer enquiries are managed and the business operates efficiently.

The Activities:

You will provide essential support to the company in the following areas:

- Interface for the Customer Services and Billing team with the rest of the organisation, specifically ensuring engineer attendance where required and resolving customer enquiries
- Managing the process for new customers to join B&D Energy, including working with other Council companies and departments
- Supporting the maintenance team in the management of stock equipment, consumable items and spare parts
- Management of the company vehicles and support to the drivers as required
- To draft internal and external communications for customers and other stakeholders
- Assisting with purchasing and invoicing of activities
- To provide administrative support to the team as required
- To act as system administrator for all IT software
- Supporting the team with office-based activities

Capabilities:

- Track record of reliability and work in similar organisations e.g. energy company, maintenance provider, technical help desk
- Business qualification advantageous
- Confident communicator, comfortable with multiple communication channels and in particular a professional telephone manner
- Self-management with an organised manner to ensure that the various tasks are completed to deadline
- IT skills essential, particularly the full MS suite: Outlook, Excel, Word, PowerPoint, Teams, OneDrive
- Experience in any of the following would be advantageous: CRM, Maintenance Planning, PowerBI, Finance System (SAGE, Xero, SAP etc), Website Admin, Telephony systems

Specifics:

- The office is currently located close to Dagenham East tube station and meetings are often in Barking Town Centre
- Minimum of three days attendance in the office, the specific days to be agreed with your line manager
- Must have suitable work environment at home for remote working to be agreed
- Salary in the range £23,000 – 27,000 per annum depending on experience
- 25 days annual holiday allowance
- Good pension