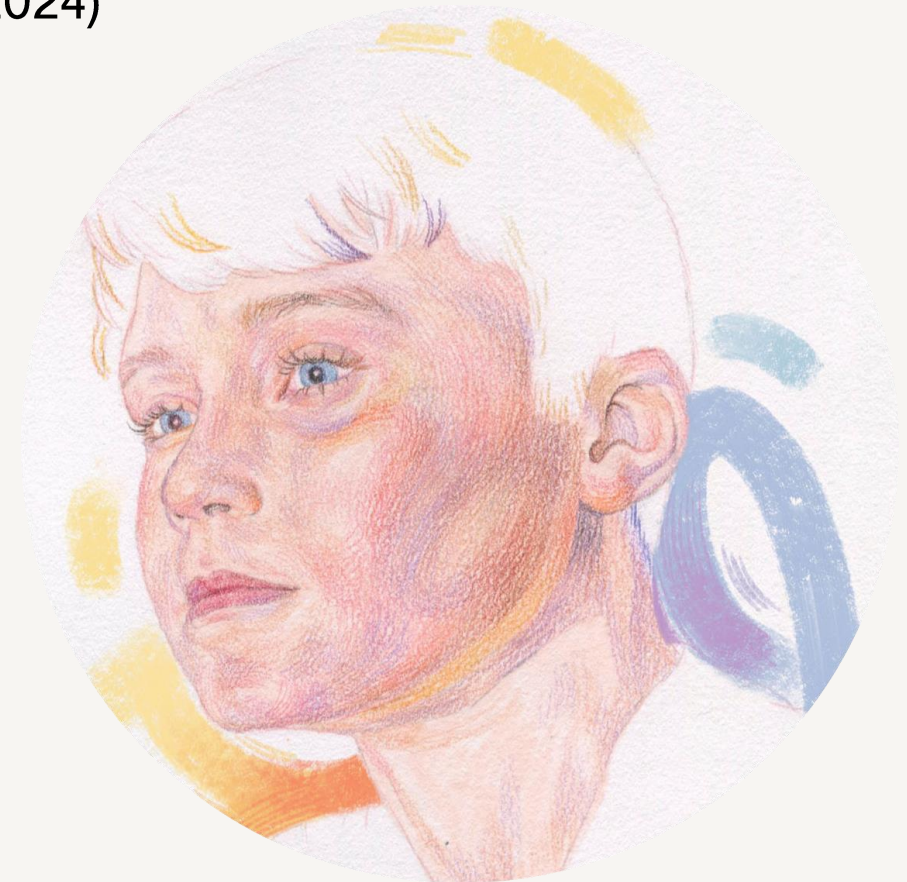


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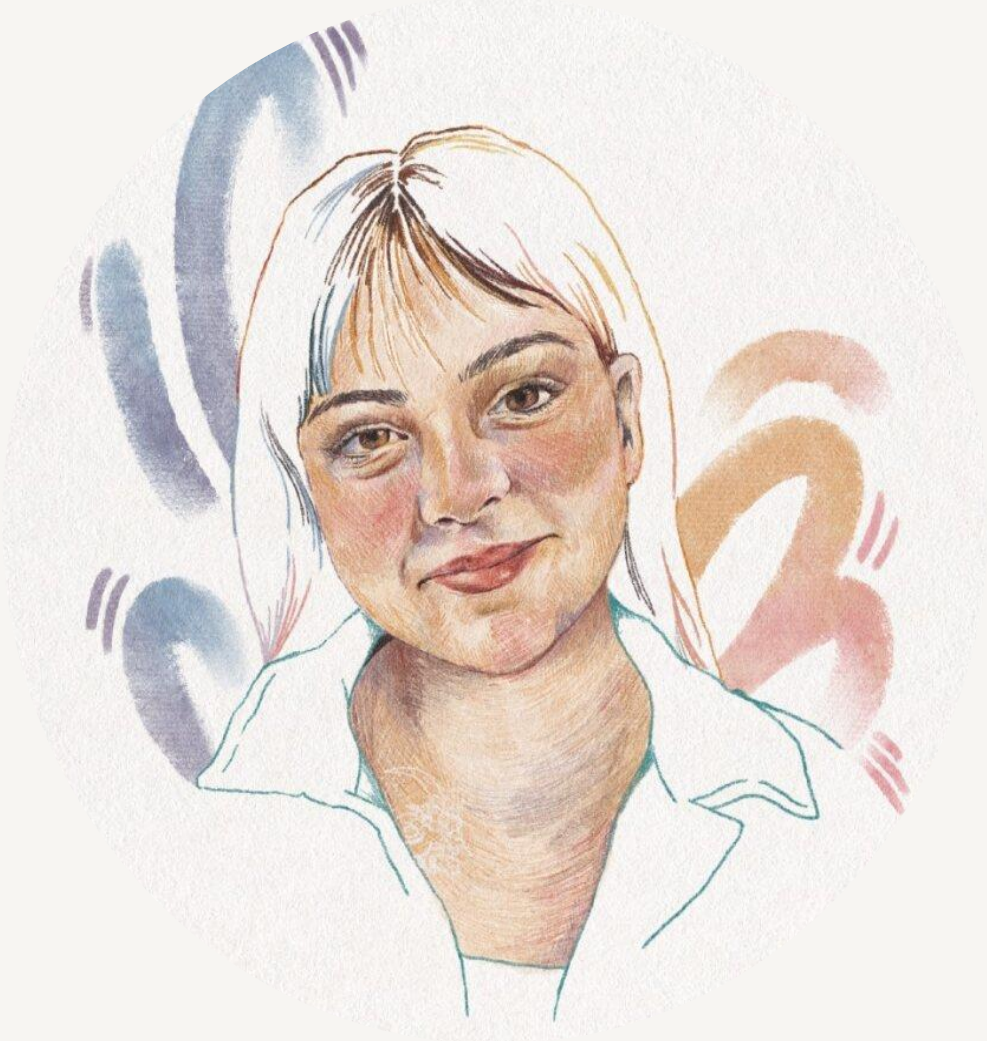
Job Pack Utilities Co-ordinator

(September 2024)



Job Purpose

Utilities Co-ordinator

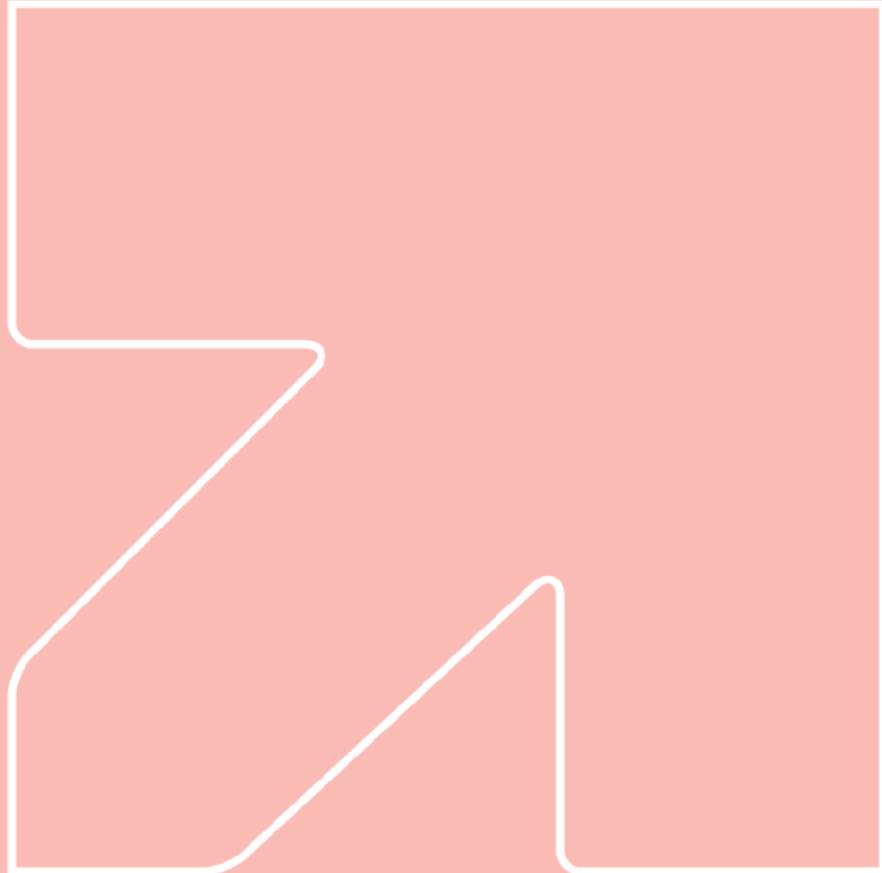


The Utilities Co-ordinator is a role in our Temporary Accommodation team which ensures that utilities are progressed quickly when a property becomes void contributing to the property being available to rent again within the shortest time frame possible.

This role is responsible for our utility administration, playing a key role in the switchover process when properties become void, arranging & providing access for new meter installs and to assist in the facilitation of new tenants' energy accounts. You will work closely with our Temporary Accommodation, Property & Finance Teams as well as our suppliers, to ensure utilities are being progressed effectively. You will also be involved in investigating long-term utility billing issues and providing recommendations as to whether bills are correct for payment.

If you are passionate, capable, dynamic, well organised and thrive in a problem-solving environment, engaging with stakeholders and supplier management to make a lasting difference then this role will suit you. This work will provide an excellent opportunity for candidates who have a background in utility administration, looking after their organisation's utility data, dealing with metering, billing and online finance and utility management systems. Key attributes include strong analytical and reporting skills and proven track record in supplier account management.

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About Right There

We are Right There, a charity that provides tailored support for people, at home, and in the community. We are here for people who are living with the effects of homelessness, poverty, addiction, or family breakdowns.

Rooted in the hearts of local communities across Scotland, we support people on their journey to creating a safe, supportive place to call home. We help individuals and families affected by homelessness and improve mental health and wellbeing through mentoring and counselling.

We want to challenge stereotypes - it doesn't matter what the situation is - we're not here to judge, only to help. Our approach is about creating trusting relationships and nurturing people's strengths, and our 200 dedicated staff, mentors and volunteers play a crucial role in this.

We are here to offer the right support at the right time, including breaking down financial barriers; accessing the private rental market; linking up with local health, employment and training services to help people make connections within the community; and helping people feel happier, safer, and more confident to take steps to improve their own lives. Every person's story is unique, and everyone's route home is different, so we tailor our response to the individual.

Our community roots as a charity go back 200 years. We believe our work is more important than ever and we are looking to grow our support (no matter how big or small), so we can prevent more people becoming homeless and being separated from the people they love.



Our key areas of focus



For People

Providing counselling, mentoring and tailored family support for those at risk of social inequalities.



At Home

From emergency accommodation to housing support – we provide safe and supportive places to call home.



In The Community

We equip people to live independently and build stronger community connections.



Our Vision

A world where everyone has an equal chance to create a safe and supportive place to call home.

Our Mission

We meet people where they are in life with no judgement; walking alongside those who need support, and preventing them becoming homeless or separated from the people they love.

Main Role Responsibilities

Ensure a high quality, customer focused co-ordination of utility switchovers and investigations. Ensuring effective internal and external liaison.

Data collection, collation and management

- Gather and record utility data
- Arrange and agree a process for meter readings.
- To visit sites to locate and read meters or provide access for utility meter replacements where necessary.
- To create a complete database of all the utility supplies under the responsibility of the Temporary Accommodation Teams.
- To ensure that information is provided to the energy supplier when properties become void.

Financial data and processing

- Responsible for timely and accurate processing of utility invoices and link to verified void periods.
- Recording and analysing utility invoices before challenging or processing them for payment.
- Recovering credits from suppliers.
- Assist finance colleagues to work through any backlog of utility invoices and be proactive with prompt processing of invoices going forward to prevent any long-term accumulation of outstanding bills.

Compliance

- Act as the key contact for energy related matters, you will be required to provide relevant technical / practical advice for electricity top up cards and electricity meters which will be provided over the telephone.
- Draft and review procedures and processes in relation to utilities.

Coordination for external partners/stakeholders, Liaison with external agencies

- The role requires ongoing liaison with internal departments, specifically the finance team, and external suppliers regarding supply switchovers, invoices and payments.

Main Role Responsibilities

Actively contribute to the Rent Deposit Service and Temporary Accommodation teams.

- To assist with record keeping of service charge information and leaseholder files, and to carry out general administrative duties within the team, as necessary.
- Ensure effective internal and external liaison with other sections of the Right There to obtain all information necessary to administer the above duties.

Being a part of the Right There team

- Be a proactive team member contributing to the Short Term Housing Glasgow programme and work collaboratively with your colleagues across the organisation.
- Attend and participate in training relevant to the role and reflective practice, sharing your learning experiences to allow for organisational improvement and striving for continuous personal and professional development
- Contribute to the organisations' development and improvement with feedback on the review of organisational policies and procedures and local guidelines
- Engage with any organisational initiatives or working groups
- Promote and represent Right There services positively.
- This description is indicative of the nature and level of responsibilities associated with this job. It is not exhaustive, and the job holder will be required to undertake other duties and responsibilities commensurate with the grade.

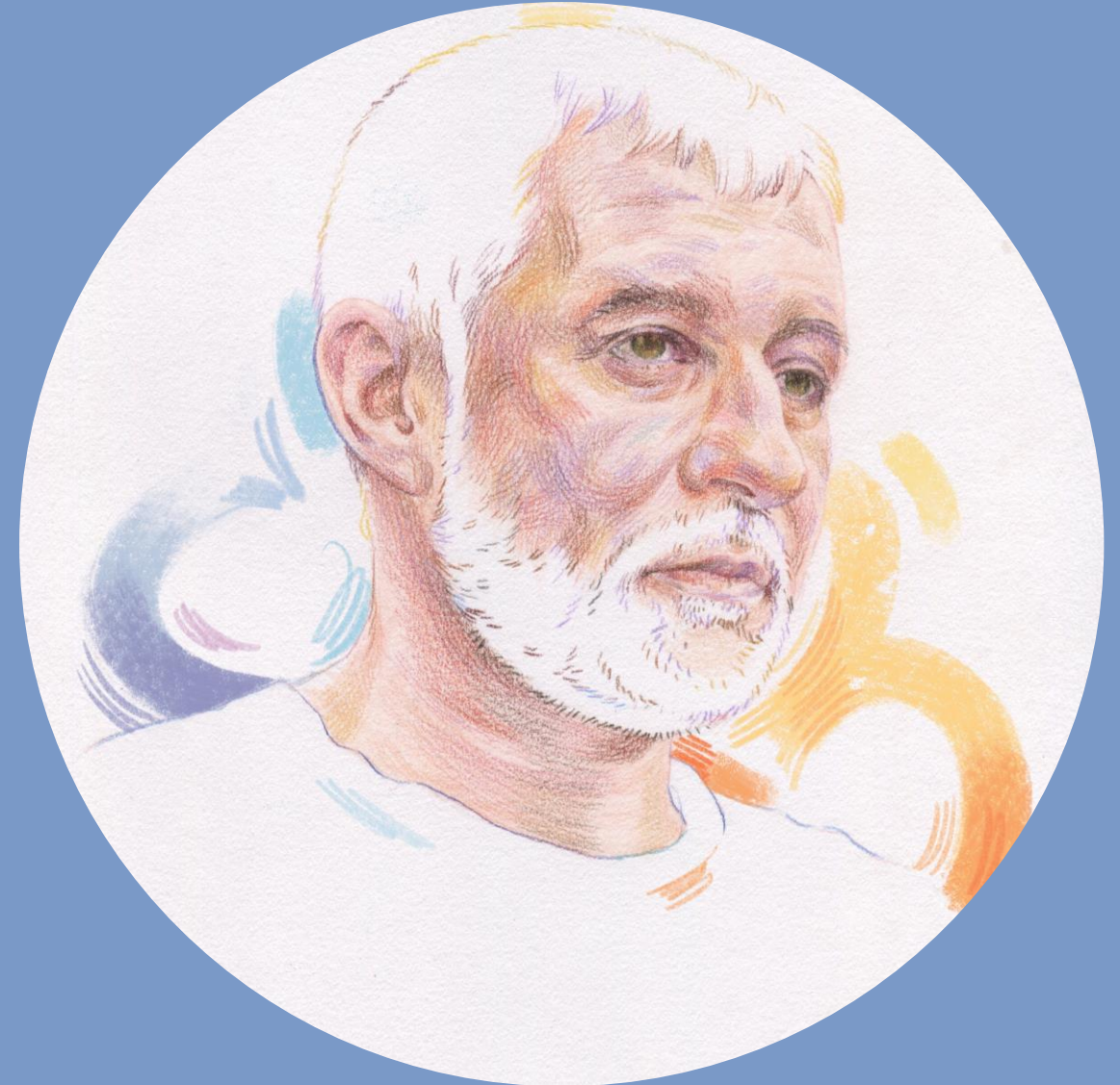
Essential skills and experience

Essential Skills and Abilities

- Experience of investigating utility issues and accurate processing of invoices for payment
- Good communication, interpersonal & team-working skills
- Effective time management & work prioritisation
- Computer literate and ability to use a wide range of IT packages
- Full UK drivers licence & use of own vehicle for business use
- Experience of working to a high degree of accuracy, paying close attention to detail.
- Demonstrates initiative and a positive approach to problem solving and commitment to providing a high level of customer service.
- Ability to communicate effectively with people at all levels in a variety of situations.
- Ability to work towards performance targets.
- Experience of managing a task from start to completion
- Ability to apply resourceful solutions to challenges
- Ability to determine when it is appropriate to escalate an issue
- Experience of working autonomously

Essential Personal Attributes

- Flexible attitude and the ability to cope well with change
- Able to deal with difficult situations openly and constructively
- Ability & confidence to prioritise and work on your own initiative
- Ability to build a rapport with tenants from a wide variety of cultures and backgrounds



Desirable skills and experience

Desirable Education & Qualifications

- Evidence of continued professional development
- An admin related qualification

Desirable Experience

- Experience of working in a Housing environment
- Experience of working in the third sector
- Experience of different types of utility meters for gas and electric supplies
- Experience of working with utility providers in relation to Housing
- Worked in a busy environment that involves a wide range of tasks
- Awareness of issues surrounding the charity sector



Values

At the heart of Right There is our values. And we are proud to live these every day; to be the best we can be for those involved in our work.

Respect

We treat everyone the same way – with dignity and respect. You'll find no judgement here.

Integrity

We take great pride in having high standards and transparency about our goals and progress as a charity.

Compassion

We understand the importance of empathy, and the power of a shoulder to lean on.

Aspiration

We believe firmly in the goodness in people; their strengths and what makes them unique.

Reflection

We are always learning to be the best we can be.

Role Details

Contract: Full time, permanent, 35 hours per week.
Salary: £23,660 - £25,328 per annum (SP 19-22)
Reporting to: Housing Service Manager

- Working hours are 35 hours, Monday to Friday – worked flexibly between the hours of 8.00am to 6.00pm, with one-hour unpaid break.
- Your core place of work will be in 17 Dava Street, Glasgow G51 2JA. You are also required to work in the local community, and you will be paid travel expenses between your usual place of work and appointments undertaken in the course of your duties. Alternatively, you may choose to work remotely from your home address where appropriate. Working arrangements must be agreed with your line manager based on the needs of the service.
- You may be required to work from such other place as the organisation may reasonably require from time to time.
- Annual leave entitlement of 210 hours holiday (equivalent to 6 weeks) pro rata per year in the first year rising to 280 hours (equivalent to 8 weeks) pro rata per year in the second. This includes public holidays.
- All appointments are subject to a minimum of a 12-week probationary period.
- You will be automatically enrolled into the People's Pension in the month that you will complete 3-months of employment, provided you meet the auto-enrolment criteria.
- It is the nature of the work of Right There that tasks and responsibilities are, in many circumstances unpredictable and varied. All employees are, therefore, expected to work in a flexible way when the occasion arises.

Our People Benefits



We know how dedicated our people are and we want to help you achieve a good work/life balance – and make it easier to enjoy life's special moments!

That's why we've got a range of enhanced family-friendly and wellbeing benefits to give you some well-deserved perks of being a Right There employee.

Benefits include:

- Hybrid working – work where is best for you and your role
- Enhanced maternity, paternity, adoption, and shared parental leave
- Employee 24-hour counselling and wellbeing services
- 6 weeks annual leave, rising to 8 after a year (plus you can purchase up to 5 more days)
- Life insurance 4x your salary
- Dedicated training and development plans
- Cycle to work scheme

Read more about our benefits by visiting rightthere.org

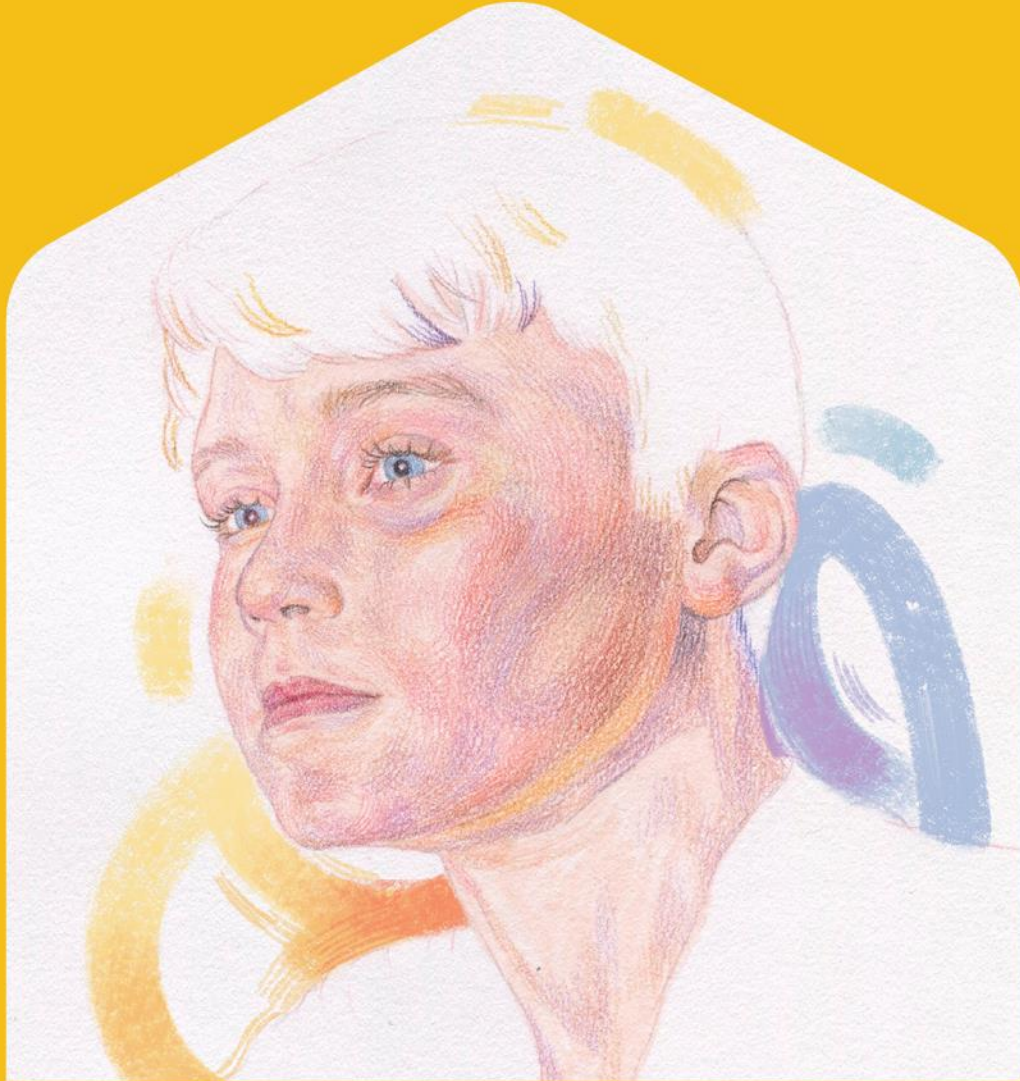
Right There

How to Apply

To apply send your CV and a cover letter outlining why you want to work with us, and how you meet the experience, skills and behaviours expected for this role.

Deadline 5pm on Thursday 17th October 2024

Email recruitment@rightthere.org



www.rightthere.org
hello@rightthere.org

Follow us search 'Right There':



Thank you.

**Good luck with your
application.**

**For People.
At Home. In the Community.**