University of Edinburgh

Job Description: Utilities Assistant

1. Job Details
   Job title: Utilities Assistant C/E&B/072
   School/Support Department: Estates & Buildings / Support Services Division
   Unit (if applicable): Energy & Sustainability Office
   Line manager: Utilities Manager

2. Job Purpose
   • Process and validate utility invoices for payment, liaise with utility supply companies to establish reasons for billing errors and identify corrections required and input invoice data into the energy monitoring and targeting database – manually and electronically.
   • Provide general assistance to the Utilities Section and the Energy and Sustainability Manager and provide assistance to the Waste and Environment section on updating waste management system and issuing monthly invoices.

3. Main Responsibilities
   Approx. % of time
   1. Update Energy Monitoring and Targeting database using paper and electronic data for all University properties. 25%
   2. Validation and processing of utility invoices and maintenance of supply point information. 25%
   3. Preparing information for recharging “external” tenants. 15%
   4. Liaise with Utility Suppliers on all queries. 15%
   5. Monitor financial transactions using e-financials system. 10%
   6. Process the monthly recharging of various waste streams and maintain database of contacts. 5%
   7. Provide clerical support, perform general office activities and maintain filing systems. 5%

4. Planning and Organising
   • Invoice processing and validation - Daily
   • Upload invoice data into Monitoring and Targeting system - Monthly / Daily
   • Running off agreed exception reports from utilities monitoring system and identifying obvious anomalies
   • Upload Special Waste data into waste database – Monthly
   • Waste System invoice production and issuing – Monthly

5. Problem Solving
   • Investigate, in conjunction with Utilities Section colleagues, with utility suppliers and Estates Staff problems identified in the invoice validation process.
   • Investigate Utilities Monitoring and Targeting data input problem and suggest corrections.

6. Decision Making
   • Manage own workload to ensure that all invoices are processed validated and passed for payment and provide timely support to the Utilities Section
   • Maintain the Utilities Section record management systems.

7. Key Contacts / Relationships
   • Liaise with Utility Suppliers on invoice and metering issues.
   • Liaise with Estates & Buildings staff on recording sub-metering readings.
   • Liaise with departmental technical and support staff for updating waste system database.
8. **Knowledge, Skills and Experience Needed for the Job**
   - Educated to a reasonable level in English, Mathematics, Arithmetic and a related science subject.
   - Good level of numeric, verbal and written skills essential. Must be computer literate. Sound knowledge of spreadsheet packages, MS Word and database entry.
   - Knowledge of Utility invoices information and of Energy Monitoring and Targeting Systems useful.

9. **Dimensions**
   - Daily negotiations with Utilities Suppliers accounts personnel.
   - Customers – All University staff (Professional and Technical) and students.
   - Provide support to Energy & Sustainability Office colleagues.

10. **Job Context and any other relevant information**
    - Operating in a complex technical field where precision with figures is essential.
    - Has to be able to identify anomalies in large volumes of relatively banal data – to reduce exposure of the University to utilities billing errors.