

Job Title	Administration Assistant
Department	Despatch & Metering
Reports to	First Line Manager
Grade	Grade 2
Purpose & Overview	To provide a range of administrative assistance to the metering back office and provide a timely delivery of all back-office activities and processes ensuring that all systems and records are updated to meet our contractual obligations. The main focus in this role will be to provide Operational support, back-office activities and processes linked to Emergency Metering Services (EMS) and Network Services, including forecasting and planning of all Operational activities.
Key Accountabilities	• Deliver our metering processes to ensure that we deliver a first-class service which exceeds our external customers' expectations and maintain our reputation. • Co-ordinate and collate Manpower data to support the delivery of all EMS & Network Services functionalities • Support Emergency Despatch operations providing essential administrative support. • Operate office systems, process documents, maintain accurate records and access information in support of departmental activities. • Provide administrative support and assistance in providing an efficient and effective service to contribute to the achievement of departmental objectives. • Resolve enquiries and complaints from both internal and external parties, providing a written, face to face or telephone response as appropriate. • Compile and provide routine information using computer systems as necessary in accordance with relevant procedures and guidelines, in order to provide management with the information they need to effectively make decisions. • Maintain and replenish, via the stationery ordering process, stationery stocks to meet office requirements. • Assist in supporting departmental activities by carrying out clerical duties, such as arranging travel and meetings, receiving and collating information and processing documents and correspondence in line with guidelines and procedures. • Assist in the delivery of training of new staff where appropriate to ensure consistency of approach and compliance with standard processes and procedures. • Work within and promote the philosophy of safe team working and development across all WWU activities to achieve business objectives and continuously improve performance.
Technical Know-How & Skills	• Able to work as part of a team and work to tight deadlines. • A basic knowledge of meter work activities including Industrial & Commercial is desirable but not essential.

	• Knowledge of the appropriate legislation, policies and procedures surrounding the metering business and an understanding of WWU's contractual obligations. • Communication skills are essential as continual liaison with both internal and external customer plays a key part in this role. • Experience in maintaining both paper and system records • A high standard of keyboard skills and a working knowledge of standard Microsoft applications • Be numerate with good written and verbal communication skills and good organizational and administration skills • Ability to demonstrate our core behaviours of teamwork, customer service, pride and energy.
Qualifications	• No essential mandatory qualifications required; however, the job holder must have a willingness to gain an understanding of metering activities, and attend any training course as necessary to fulfil the duties of the role