

# ADMINISTRATIVE ASSISTANT (18 MONTH CONTRACT) ROLE SPECIFICATION

Scheduling Responsibility Unit – Metering Services



## BACKGROUND

We are currently seeking to recruit a number of Administrative Assistants (18 month contract) to join our Metering Scheduling team based at our Ballymena Depot in Pennybridge Industrial Estate.

This is a great opportunity and an exciting time to work as part of an effective scheduling team in delivering high levels of service across a range of metering activities. These activities include the installation and connection of new domestic / non-domestic properties, re-location of meters, increased loads, provision of a prepayment data system, Recertification programme and Maintenance.

We also work on behalf of Electricity Suppliers and complete a varied range of customer requests including re-energisations, de-energisations and tariff changes.

Please note that we also have an Agile Home Working policy in place following adequate training.

## THE ROLE

The Administrators will provide administration support across the SRU team in its day to day operational activities offering excellent customer experience

- Providing administrative support to a team of Metering/Metering Support Electricians
- Processing Electricity Supplier requests
- Managing Customer Standards Data Base including authorising goodwill payments
- Processing Internal work requests
- Arranging Customer appointments and scheduling work efficiently
- Engaging with Customers and dealing proactively with customer enquiries
- Call Handling Support
- Dealing with Metering requests from Building & and Electrical Contractors and local authorities
- Liaising with Internal Departments
- Updating and maintaining Spreadsheets
- Assisting with small and large-scale projects which may entail minimal extended working hours
- to support
- Input of Prepayment Metering Data

## THE INDIVIDUAL

### Essential Criteria

- Minimum 4 GCSE's (or equivalent) at Grade C including Mathematics and English Language; or minimum two years relevant experience preferably in a clerical / administrative role.
- Developed IT Skills (including MS Office).
- Strong numerical skills with good attention to detail and accuracy.
- Current UK driving licence & access to a vehicle for use as required.

### Desirable Criteria

- Previous experience of working in a busy office environment.
- Previous experience of interacting and communicating directly with customers.

## CORE COMPETENCIES

The person appointed must demonstrate the following core competencies:

### Communication

Able to communicate information and ideas clearly and articulately both in oral and written form. Uses appropriate language, style and methods depending on audience and the purpose of communication. Able to convey complex information clearly. Anticipates the information that others will need.

### Attention to Detail

Ability to process detailed information effectively and consistently. The ability to accomplish/complete a task while demonstrating a thorough concern for all the areas involved, no matter how small. This means monitoring and checking work or information, while organising time and resources efficiently.

### Organised

Able to achieve results in a quality, timely, and cost-effective way. Sees priorities, plans the efficient use of resources, and monitors progress against objectives. Anticipates crucial stages in projects. Formulates alternative means of achieving objectives. Responds effectively to unforeseen events.

### Team Work

Actively participates in team. Encourages co-operation. Aware of the needs of others and responds flexibly. Shares information and supports other team members. Can get things done through others and set realistic objectives. Seeks opportunities to develop others. Prioritises team goals over individual goals.

### Customer Orientation

The ability and willingness to find out what the customer wants and needs and to act accordingly, taking the organisations costs and benefits into account.

### Flexibility / Adaptability

Has actively sought to learn new things on own initiative. Has responded positively to change and adapted to new situations quickly. Able to take on a diverse range of tasks equally effectively.



## ADDITIONAL INFORMATION

The nature of the job will change over time in line with the needs of the business. It is a requirement of the jobholder to contribute to the development of the role reflecting these changing requirements.

## THE PACKAGE

The remuneration package for this position will be dependent on the successful candidate's skills and experience and will align to our administrative skills-based progression salary range. The company also offers many other [benefits](#). (The QR code will take you to the benefits section of our website)



## OUR PEOPLE MATTER

At NIE Networks we realise our employees are at the heart of our success and they are the future of an ever-changing energy industry. With employee wellbeing at the core of our approach, we are continually investing in our people and are committed to helping every individual reach their full potential through both professional and personal development. We believe in nurturing effective teams and high performing leaders to deliver the best possible service for our customers.

## DISABILITY

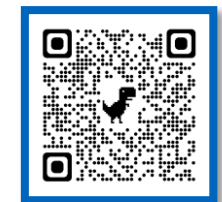
NIE Networks will provide reasonable support to disabled applicants throughout the recruitment process. Applicants who may require special arrangements should identify this clearly within their application form to enable us to make any appropriate adjustments.

## DIVERSITY AND INCLUSION

NIE Networks has achieved Silver, Diversity Mark Accreditation and is committed to equality of opportunity and acknowledges the unique contribution that all potential candidates can bring in terms of their education, ethnicity, race, gender, nationality, age, religion, disability, sexual orientation and opinions. Applications are positively welcomed from all backgrounds and appointments are made on merit following a fair, open and transparent selection process.

## HOW TO APPLY

Please submit a CV and cover letter together (detailing alignment to the essential criteria) via the NIE Networks recruitment portal [www.nienetworks.co.uk/jobs](http://www.nienetworks.co.uk/jobs) (The best experience of this portal will be through the [Google Chrome](#) internet browser or click on the QR code.)



- Once you are in the careers page select the Administrative Assistant role and click on **"Apply Now"**.
- You will initially be asked to create a "Candidate Area" by inputting your email address and a secure password – once you select "Create Candidate Area" you can then log in directly using these same details. The address that you register with will be the address that we contact you on.
- Select **"Apply for Vacancy"**
- Once you have created your profile upload both your CV and Cover Letter within your application.
- Please ensure to review your CV before submission as you will not have the opportunity to amend the CV once it has been submitted.
- You will receive an [email confirmation](#) once your CV and Cover Letter has been submitted (Please check your junk mail too).
- Late applications will not be accepted

Completed Cover Letter and CV must be submitted no later than **Monday 3<sup>rd</sup> March 2025**.

NIE Networks is committed to the principles of public appointments based on merit with independent assessment, openness and transparency of process

## FOR YOUR INFORMATION

If you would like to view up to date information about NIE Networks please visit our website [www.nienetworks.co.uk](http://www.nienetworks.co.uk) or scan the QR codes below.

About NIE Networks



About NIE Networks History



Or alternatively check out our social media platforms via the links provided on each graphic below.

