

Trainee Billing Analyst

Date

July 2024

Company

enÉrgia



Location

Newforge Lane, Belfast

The entrance to Newforge Lane lies off the Malone Road and is well-served by bus Metro Service 8.

Contract Permanent - Full Time

Working Hours 37 hours - Monday to Friday

Hybrid Working 2 days working from the office and 3 days working from home

Energia Group is a leading energy company with substantial businesses in both ROI and NI, dedicated to playing a key role in decarbonising Ireland's energy system.

Operating through three key business units - Renewables, Flexible Generation, and Customer Solutions (Energia in ROI and Power NI in NI) - we provide advanced energy solutions and technologies through our brands, Energia and Power NI.

At Energia Group, we are dedicated to driving Ireland's renewable energy future while supporting local communities through partnerships and initiatives such as employee volunteering programmes and community benefit funds.

Proudly led by experts and home to many future leaders, our talented employees are our most valuable assets. We invest in their development through various Learning and Development Programmes to nurture sustainable careers and support our employees' personal development plans.

With our People Strategy, we prioritise a safe and inclusive work environment, supporting employees at every stage of their careers. We are committed to diversity and inclusion, signatories to the elevate pledge, and hold the Bronze diversity mark.

Power NI, as part of Energia Group, is Northern Ireland's most trusted energy supplier, delivering the products, services and value that families, businesses and communities need today - for a greener, more sustainable tomorrow. We are NI's largest electricity supplier, energising over half a million homes, farms and businesses for over 90 years. We are driving positive change for people living here and for the future of our planet through sustainable, smart, affordable and customer centric products and services.

We are looking for people with positive energy, who want to make an impact in their roles through a meaningful career with us.

About the role

Reporting to the Billing Control Team Leader, the successful candidate will be a key member of the Operations Billing Control team.

Working on multiple key processes in our Billing Control team, you will continually devise analytical, innovative solutions to help us get maximum value from our billing systems, processes and customer data.

You will develop your skill set and business knowledge to maintain exceptional quality and delivery.

TRUSTWORTHY

DYNAMIC

RESOURCEFUL

COMMUNITY FOCUSED

Responsibilities

Day-to-day, here's what your new role would look like:

- Responsible for ensuring billing processes and procedures are followed accurately and in line with critical deadlines
- Responsible for analysing and resolving billing queries as they arise.
- Investigating root causes of billing errors.
- Analyse reporting for daily rate checks.
- Monthly creation of the Energia Commercial Billing Schedule
- Annual and ad hoc tariff changes.
- Liaising with internal teams such as Sales and Technology.

About you

What you'll need:

- Experience of investigating business process and systems issues and providing solutions, in an environment such as Billing or Finance.
- Ability to demonstrate understanding of end-to-end business processes demonstrating high levels of accuracy and attention to detail
- Excellent working knowledge of MS Excel.
- Ability to plan and organise your own time and co-ordinate that of related groups as necessary to meet deadlines.
- Adaptable approach for changing business needs.

These help decide between those who meet all the above criteria:

- Experience of CC&B Billing System.
- Experience of Salesforce.
- Understanding of Utility Market Structures.

If you are enthusiastic about this role but don't meet every single requirement, we still encourage you to apply. Your past experiences might be the perfect match for this or other positions, making you the unique talent we're looking for.

Energised for better

These are the behaviours, skills, and knowledge you need to be successful in our organisation:

Leading Self

Effective Collaboration
Flexibility, Agility
& Resilience

Future Ready

Ideation & Innovation

Achieving Success

Critical Thinking &
Problem-Solving
Strive For Excellence

What we can offer you

Our Rewards		Learning & Development		Social Opportunities	
 23-25 Days Holiday / Year +11 statutory	 Annual Bonus up to 10% of salary	 Career Development	 Employee Assistance Programme	 Sports Clubs	 Virtual Gym Membership
 Family Friendly Policies	 Annual cost of living review	 Award Winning Wellbeing Programme	 Employee Connect Groups	 2 Volunteer Days / Year	 Social Clubs
 Opportunity to buy extra holidays	 Health Care	 Learning & Development Programmes	 Mentoring	 Green Team	 Blues Busters

Awards

- Best Corporate Wellbeing Programme
- Women in STEM - Best Recruitment Campaign
- Special Award for CSR and Charitable Initiatives (UK Utilities & Telecom Awards)
- Best Storytelling Award (Spider Awards)
- Silver in Social Sustainability, Diversity and Inclusion initiative of the Year (Greener Possibilities)



Just a minute

