

## Job Description

<b>Job Title:</b>	Utilities Product Manager		
<b>Department:</b>	General Farming Inputs & Services (GFIS)		
<b>Band</b>	4		
<b>Reports To:</b>	Head of GFIS		
<b>Direct reports:</b>	Utilities Administrator x 2		
<b>Hours / Days:</b>	Monday to Friday	8.30 a.m. – 5.00 p.m.	37.5 hours per week
<b>Job Summary:</b>	Working to the Fram26 Strategy objectives with specific responsibility for the procurement of electricity, gas and water on behalf of members at the best possible price and service. Provide advice to members on energy management, renewables and the roadmap to net zero.		

### Key Responsibilities and Duties

#### 1. Commercial Development

- Manage the relationship with key Utilities suppliers and consultants, ensuring that standards of administrative support are maintained and that progress on key issues is monitored in line with agreed SLAs.
- Assess and investigate possible new suppliers and products in order to increase / improve service and terms to members in relation to utilities, renewables, energy management and the roadmap to net zero.
- Introduce and maintain an element of forward planning, keeping up to date with utilities industry market activities and providing necessary information and advice to key stakeholders when making purchasing decisions.
- Negotiate with existing and potential suppliers for the most competitive terms, service and timely deliveries.
- Work with the Head of GFIS in the achievement of budgets and targets and the development of Utilities Business Plans and Objectives.
- Manage the Utilities dispute list, ensuring that all disputes are monitored and resolved in a timely manner and that the Chief Financial Officer is provided with regular updates.
- To participate in the growth of current volumes, turnover and surplus returned to the society.
- Create and encourage cross-selling opportunities in the business.

#### 2. Members

- Oversee the member query ticketing system and ensure that SLAs are adhered to by the team in terms of response times.
- Deal with member queries as appropriate, providing consult on complex queries and supporting the team with other queries as appropriate.
- Ensure members are kept up to date with developments with the energy market, the contract and any key issues that effect billing.

- Provide and maintain a high level of service to the membership.
- Oversee additional business and the connection of new meters/sites/accounts.
- Oversee disconnection of member sites.
- Oversee Change of Occupier applications on behalf of Members.
- Oversee VAT applications on behalf of Members for domestic supplies.
- Broker membership enquiries relating to renewables projects.
- Attend member engagements as requested, which may require working outside normal working hours.

### **3. Administration / Quality Standards**

- Maintain accurate records of transactions with suppliers and supplier meetings.
- Deal with problems and complaints in accordance with standard quality procedures.
- Collate relevant information on utilities markets and utilise this information to the groups benefit.
- Keep up to date with utility and market trends.
- Maintain Fram Farmers Site List Portfolio.
- Report achievements and activity to the Head of Business Services on a weekly basis.

### **4. Team Management**

- Actively manage direct reports in respect of holiday, sickness and general day to day management.
- Monitor and encourage improvements towards standards of work via guidance, coaching and mentoring.
- Conduct annual appraisals and regular 1:1's.
- Highlight and recommend training requirements, and further development plans.
- Support the Head of GFIS to achieve growth targets for the Utilities product area and embed with the teams.
- Encourage / foster a culture of continuous development.

### **5. General**

- Liaise with work colleagues as required.
- Maintain a professional attitude and promote the group wherever possible.
- Collate relevant information on various markets and utilise this information to the groups benefit.
- Participate in internal / external meetings as requested.
- Engage in a culture of continuous improvement.
- Identify and meet personal job-related training and development as required.
- Undertake telephone liaison with relevant contacts.
- Provide assistance in terms of general and specific business support as required.
- Maintain an awareness of the FF Quality System and report any suspicious / suspected breaches of security to the Quality Assurance Co-Ordinator.

## **Person Specification**

**Location:** Framlingham, Suffolk

### **The ideal candidate will have the following skills and attributes:**

- Experience in delivering real purchasing efficiencies and high quality administration
- Good knowledge of the energy market, in particular electricity

- Good knowledge of Microsoft Excel and Word applications
- Strong numeracy skills
- Exceptional attention to detail
- Excellent communication skills
- Organised, methodical and rational
- Ability to prioritise
- Professionalism, positivity, integrity, reliability and trustworthy
- Approachable and ability to problem solve
- Commitment to delivering a high quality service
- Ability to effectively adapt to change

**Salary / Benefits:**

- 7% non-contributory pension
- 22 days holiday plus all bank holidays
- Aviva Private Healthcare
- Life Insurance – 4 x salary
- Company Sick Pay Scheme
- Income protection
- Interest Free Personal Loan up to £5k
- Eye test/glasses up to £100
- Member Benefits
- Cycle to Work Scheme
- Employee Assistance Programme
- Paid Company Social Events
- Birthday / Volunteer Days