

Revenue Protection & Site Works Administrator

Hours: 37.5 hours, Monday to Friday

Salary: TBC

Purpose of The Role

An exciting opportunity has arisen to become part of the Siteworks & RPU team at Solarplicity Energy Ltd.

This is a specialist team; its main functions are to process new Siteworks requests through to appointment booking with our third-party agents and Customers. Deal with enquiries from both internal and external sources. Initiate revenue protection investigations into suspect accounts and liaise with external agencies.

We are looking for people who are adaptable, reliable and a role model to the team with the ability to learn technical processes and overcome challenges to continue to improve the teams.

Key Responsibilities

- End to end processing of data within siteworks & RPU team.
- Delivery of personal performance targets by planning time on assigned work streams.
- Ongoing communication with others in the team as well as other teams throughout the company and external parties.
- Working with suppliers and 3rd parties to book appointments communicate issues and deliver resolutions including Emergency jobs.
- Supporting engineers who are onsite
- Monitor and Maintain inboxes
- Understand and resolve more complex issues within the Siteworks and RPU processes and provide updates to other areas when required.
- Making recommendations for change and when required assisting in the implementation of new processes and documentation.
- This position involves a high degree of responsibility and requires excellent attention to detail.

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 info@solarplicity.com

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Knowledge & Experience

- Previous experience of working within a busy, high-pressured office environment
- Excellent communication skills, both verbal and written
- Capable of working independently and to agreed targets
- Strong time management and organisational skills
- Enjoys a challenge and able to adapt and change to meet current business requirements
- Fast learner able to pick up new processes and jump between processes with ease

If you are interested in the role please send your CV to
[**helen.remlence@solarplicity.com**](mailto:helen.remlence@solarplicity.com)

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