

Job Description			
Post Job Title:	Meter Reader	Reports to Job Title:	Field Team Manager
Division:	Calisen Metering	Department:	Data Services – Field
Version:	V2-08.2024	Date Updated:	Aug 2024

1. Purpose of the Job

1.1	To visit residential and commercial sites & obtain utility meter readings and carry out visual inspections of metering equipment, recording all information obtained on our mobile app.
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2. Key Accountabilities

2.1	Visit and enter residential, commercial & industrial premises to read and visually inspect utility meters.
2.2	Delivery of our customers' documentation upon request.
2.3	Accurately record and return all customer data via our mobile app or worksheets.
2.4	Observe & report any safety critical damages or irregularities to the metering system and report as per policy.
2.5	Ensures full compliance with the requirements of GDPR.
2.6	Promotes safety culture within Calisen Metering and ensures compliance with the requirements of the Health and Safety at Work Act
2.7	Promotes Calisen values, policies, and procedures.
2.8	Any additional duties as requested by our management team to support the business.

3. Responsibilities

3.1	N/A
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4. Main Contacts (External/Internal)

Contacts	Frequency
Senior Meter Operative	Daily

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Team Manager	Frequently
Regional Manager	Occasionally
Field Work Resource Team	Occasionally

5. Other responsibilities	
5.1	Follow all policies, processes and procedures which apply to your job role.
5.2	Take actions where appropriate to minimise the impact on the environment.
5.3	To take reasonable care for your health and safety, and health and safety of others who may be affected by your work.
5.4	Assist and co-operate with the company in achieving our SHE objectives by promoting SHE awareness and safe working practices.
5.5	Ensure that all information handled whilst working is treated as confidential (GDPR) unless you are explicitly told otherwise.
5.6	Where you identify an issue or risk which may potentially impact any area of the business, notify any manager of the risk.

It is important to note that this job description is a guide to the work you will initially be required to undertake. It may change from time to time to meet changing circumstances or the needs of the business. It does not form part of your contract of employment.

Person Specification	
	Essential (E) or Desirable (D)
Qualifications	
Driving Licence that enables you to drive in the UK with no more than 6 points.	E
Good level of general education (GCSE level including English & Maths or equivalent).	E
Experience	
Experience working within a customer service role.	E
Experience working outdoors in all weather conditions.	D
Experience within a driving role.	D
Experience dealing with difficult members of the public.	D
Previous experience working within the energy industry.	D

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Knowledge	
A basic understanding of the energy or utility metering industry.	D
Skills/Abilities	
Excellent communication and interpersonal skills.	E
Numerate.	E
Able to work as part of a team and on own initiative.	E
Good organisational skills.	E
Personal Qualities	
Flexibility in order to adapt to the changing needs of the business.	E
Enthusiastic and self-motivated.	E
Other/Pre employment checks	
No unspent criminal convictions – must pass basic criminal record check.	E
Proven eligibility to work in the UK.	E
Able to provide suitable references covering previous 5 years.	E
Able to prove identity.	E
Willingness to travel and work in other business locations as required in support of the business objectives.	E
Use of own vehicle.	E
Appropriate level of business insurance on vehicle.	E
Current MOT (if applicable) on vehicle.	E

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