

Role Profile

Role title: Utilities Coordinator

Reports to: Commercial Director

Objectives of the Role

- Support the Admiral business in the effective and timely provision of utilities services to our pubs.
- Generate analysis and produce insights, recommendations.
- Deliver excellent customer services in all areas both internal and external.
- This role is office based but may involve some occasional travel to our pubs, suppliers and field based colleagues as required.

Key Responsibilities

- Liaising with Admiral's brokers and ensuring service and rates are competitive.
- Arranging reconnections and meter upgrades.
- Reviewing site consumption and meter/appliance suitability.
- Offering advice and support to our Field teams and licensees.
- Proactive action of any issues or raising concerns as appropriate.
- Maintenance of a utilities database ensuring regular and timely updates.
- Providing regular updates to the Commercial Director on all utilities items including collating data and analysis as required. Supporting in drawing conclusions/insights/recommendations from data.
- Ensuring consistency and integrity is maintained at all times to Admiral's values and brand.

Key Skills

- Comprehensive knowledge of the utilities sector with experience working within a utilities environment.
- Great organisational skills and ability to prioritise and work to tight timescales.
- Excellent communication and interpersonal skills, (written and verbal).
- Strong customer service instincts and an ability to consider affected stakeholders and support them as needed.
- High degree of accuracy and attention to detail.
- Computer Literate (Excel, Word and Outlook).
- Pro-active and results driven.

Admiral Taverns Values and Behaviours

Core to the Group's ongoing success is the strength of our team. We are incredibly proud of the culture we have developed across our business. Our team are passionate, hardworking, dedicated and ambitious. Our team developed the company values themselves which means that we live these through to the core of our business. Everything we do as an organisation revolves around supporting and enabling our licensees to make their business the very best it can be.



Behaviours

1. Clarity for all
2. Positive attitude
3. Passion to succeed
4. Collective accountability
5. Mutual trust
6. Achieve together



Behaviours

1. Show empathy
2. Listen and understand
3. Support, guide, develop
4. Communicate clearly
5. Recognise and appreciate
6. Respect each other



Behaviours

1. Don't fear failure
2. Make impossible possible
3. Innovate and motivate
4. Remove barriers
5. Aim higher
6. Make a difference



Behaviours

1. Take ownership
2. Can do attitude
3. Exceed expectations
4. Aim high
5. Challenge positively
6. Deliver on time

