

Royal Borough of Greenwich - Job Description

Department	Housing and Safer Communities
Team/Section	Tenancy Income
Job Title/Post Designation	Project Manager – Metering, Billing, and Collection (MBC)
Grade	PO4
Line Manager	Head of Income
Last Updated	July 2026

Purpose of Job:

- A. To plan, deliver, implement, and embed the councils metering billing and collection (MBC) programme and regime.
- B. To lead and work across multiple internal/external teams and services to ensure residents are efficiently, effectively, fairly, and accurately metered and billed for their energy usage.
- C. Develop and maintain fair, accurate, and equitable charges, and ensure full cost recovery through tariffs, high rates of collection, and minimise arrears and debts.
- D. Develop and provide support and intervention pathways for vulnerable people and those struggling to pay charges
- E. Maintain full regulatory compliance and ensure best practice is identified and followed.

Main Duties:

- 1. Project manage the **roll-out and implementation** of the **metering billing and collection (MBC)** programme for around 100 heat networks.
- 2. **Lead and manage** a project team including repairs & investment, sustainability, energy team, IT, housing IT, compliance, income/tenancy, newbuilds, voids, and external third-party providers and the regulator OFGEM to deliver MBC within key milestones and deadlines.

3. **Jointly line manage** an income business support officer (40% MBC / 60% income) and structure manage and monitor the role to support MBC roll out and operations.
4. Maintain regular meetings with key **internal** and **external stakeholders** including repairs & investment to ensure MBC infrastructure is in place, and with third-party MBC providers to ensure operational delivery and effectiveness is maintained.
5. Manage and project manage x9 internal staff at PO4+ levels + 2-5+ external third-party staff including switch2 and OFGEM + x1 Sc6 officer - partial line management
6. Develop maintain and monitor the effectiveness of **support and intervention pathways** for vulnerable people and those struggling to pay their charges.
7. Develop, map, formalise, and embed key MBC **policies, procedures and processes** to ensure clarity, transparency, and full compliance with OFGEM/HNTAS/Heat network Regulations 2014.
8. Undertake regular reviews, research, and analysis of **Laser rates, tariffs, usage, costs**, heat loss, building fabric, and trends - to ensure regulatory compliance and tariff development which is fair and transparent.
9. Establish and maintain robust **governance arrangements** for tariff setting and reviews, in tandem to pooled heating and hot water charges setting and review.
10. **Produce regular reports**, analysis, and exceptions reporting for MBC.
11. Effectively manage **customer queries**, requests, complaints, casework, FOIs, and SARs.
12. Effectively manage **customer requests** to move from credit billing to PAYG, emergency loans, and other repayment arrangements.
13. Effectively manage and coordinate **repairs and maintenance** to MBC equipment and infrastructure via internal and external provision.
14. Work closely with the councils Repairs and Investment teams to ensure the requisite metering infrastructure required for **existing council stock** is aligned and in place.
15. Work closely with newbuild teams and external developers to ensure **new developments** are aligned to and set up with MBC infrastructure.
16. Deliver informal and formal **communications** including consultation, community meetings, standard letters, FAQ, website, and resident engagement opportunities to shape and inform the delivery and roll out of the MBC programme.
17. Develop maintain and monitor a dedicated **MBC dashboard** which accurately captures and monitors usage, costs, trends, and can robustly evidence regulatory, compliance, and assurance data.

18. Undertake **contract and performance management** with external providers including setting KPIs and reviews of performance, underperformance, schedules, rates, ESCO's, uplifts, outputs, and outcomes.
19. Closely monitor and reconcile **invoices, budgets, remittances**, and reconcile against existing budgets, usage and costs.
20. Ensure the councils heat networks are consistently and **fully compliant** with current regulations and any legal and statutory requirements.
21. Develop systems and processes to capture and provide **evidence for regulation and compliance** around plant, boiler, ASHP and PV outputs and efficiencies, and incorporate into the MBC dashboard.
22. Obtain, disseminate, and use **intelligence, benchmark data, and insights** to develop MBC at the council.
23. Carry out any other **duties commensurate** to this job role and grade
24. To undertake all duties with due regard to the provisions of **health and safety** regulations and legislation, Data Protection/GDPR, the Council's Equal Opportunities and Customer Care policies.
25. To perform all duties in line with Council's staff values showing commitment to **improving residents' lives** and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the council.
26. This post does not require a **DBS**.

Ends