

Position description

Position title	Metering & Asset Management Co-Ordinator
Group / Branch	Digital Utility / Digital Field Services
Reports to (Title)	Metering and Asset Management Lead, Digital Field Services (DFS)
Competency level	<i>Individual Contributor</i>

Job Purpose

The Metering and Asset Management Co-Ordinator is responsible for supporting the digital field services team in the management of water meters, associated devices, and assets. This role involves assisting with the execution of asset management processes, supporting the deployment of digital devices, and contributing to the ongoing maintenance and optimisation of asset performance.

The Metering and Asset Coordinator will collaborate with internal and external stakeholders to ensure the smooth operation of metering systems, aiding in business efficiency, regulatory compliance, and cost-effective asset management.

Key Accountabilities

This role will support the Digital Field Services Group to:

- Assist in the lifecycle management of customer metering devices, including mechanical meters, digital meters, and IoT devices, ensuring they are deployed, maintained, and optimised in line with company objectives and compliance standards.
- Investigate and resolve technical metering issues, ensuring accurate diagnosis and effective solutions.
- Conduct root cause analysis on metering faults, working closely with internal teams, service providers, and suppliers to implement effective solutions
- Maintain detailed records of metering issues, tracking trends to improve troubleshooting processes and enhance system performance.
- Monitor metering asset performance, identifying risks and opportunities for optimisation.
- Conduct occasional site visits to assess metering installations, investigate technical issues, and support field operations.
- Liaise regularly with service providers and suppliers to troubleshoot faults, escalate issues when necessary, and ensure optimal device performance.
- Provide technical support and recommendations based on investigative findings.
- Assist in the assessment and prioritisation of asset renewal strategies to ensure ongoing asset performance.

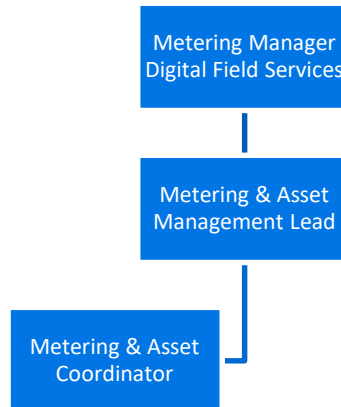
- Participate in device and process optimisation projects under the direction of the Metering and Asset Management Lead.
- Identify and recommend continuous improvement opportunities within asset management processes.
- Support compliance with safety procedures and best practices in metering asset management.
- Contribute to business improvement initiatives and support additional tasks as required by the Metering and Asset Management Lead.
- Assist in contract management by ensuring service providers and suppliers meet performance expectations.
- Assist in managing the lifecycle of IoT devices, ensuring proactive maintenance, performance insights, and security management.

Knowledge, Skills & Experience

- Strong technical understanding of water meters, their operation, and associated components.
- Experience in troubleshooting, fault finding, and resolving technical issues in metering or similar systems.
- Trade-based background (highly desirable) with experience in engineering, plumbing, mechanical, or related fields.
- Strong problem-solving skills with an analytical mindset and keen attention to detail.
- Ability to conduct root cause analysis and implement effective solutions to metering faults.
- Excellent communication skills, with the ability to collaborate with internal teams, service providers, and suppliers. (oral and written)
- Experience with asset management practices, data tracking, and performance monitoring.
- Ability to document findings clearly and provide recommendations for process improvements.
- Experience conducting site assessments and providing technical support in the field.
- Ability to interpret technical documents, specifications, and standards related to metering and asset management.
- Strong organisational skills with the ability to prioritise and manage multiple tasks effectively.
- Knowledge of standards and specifications, including relevant WSAA and MRWA Codes and Standards necessary for the design and construction of South East Water assets.

Dimensions

Organisational Chart



Number of people managed:

0

Size of budget managed:

N/A

Value of Assets managed:

N/A

Ensuring a sustainable, resilient organisation:

Authorities outlined in [Instrument of Delegations](#) yes - reports to Responsible Officer

Compliance management responsibilities outlined in the [compliance and obligations register](#) yes - operational responsibilities

South East Water operates a 24/7 service environment. Whilst this role does not involve after-hours rostered duty, all employees may be required to provide out of hours support from time to time as required.