



## JOB / ROLE DESCRIPTION

<b>Job Title</b>	Meter Reader	<b>Grade</b>	2
<b>Version</b>	16.01.23		

<b>Reporting To</b>	Meter Reading Team Leader
<b>Department</b>	Customer Service
<b>Location</b>	Havant
<b>Direct Reports</b>	0
<b>Responsible for</b>	No one
<b>Key Interfaces</b>	Customer Service/Network Technicians
<b>Purpose of role</b>	Read meters

### Values and Behaviours

We build success through a collaborative approach and by developing sustainable relationships. We will endeavour to provide a better service for both our internal and external customers and our colleagues. We will achieve this by following the Portsmouth Water core values of :

- **Excellence** – Putting the customer first. Ensuring we put our natural environment at the heart of our decision making. Pushing the boundaries on performance to deliver the best service. Empowering our people to be the best they can be.
- **Integrity** - Building trust through respect, honesty and transparency. Being accountable and taking responsibility for our actions. Respecting confidentiality, protecting data. Fairness in all we do
- **Future Focus** - Deliver high-quality, resilient services in a changing world. Attracting and nurturing the workforce of the future. Make sustainable decisions to transform the business for future generations. Co-create innovative solutions with customers, partners and stakeholders

## Task List

- Reading household and non-household meters
- Taking photos of meter reads when required
- Inputting skip codes if there is an issue with the meter, meter read or water use
- Prioritising non-household reads when needed
- Completing ad hoc meter queries
- Training/assisting colleagues with queries
- Involvement in ad hoc commercial meter reading activities which could be outside our area of supply
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## Key Responsibilities

### Customer Service

- Obtaining accurate household and non-household meter reading for billing purposes
- Providing good quality evidence (photos) of meter reads when required to do so
- Accurately recording skip codes
- Assisting colleagues with queries

### Performance and Service Delivery

- Meeting team and individual targets which are set on a regular basis

### Compliance

- N/A

### Health, Safety & Wellbeing

- Work at all times within risk assessments
- Maintain a good driving Lightfoot assessment
- Consistent use of the lone worker application

### Other

- N/A

Person / Role Specification	Essential (E) Desirable (D)
<p>Skills and Competencies</p> <ul style="list-style-type: none"> <li>• Ability to work with modern technology</li> <li>• Pass driver assessment</li> <li>• Able to record accurate information</li> </ul>	
<p>Qualifications &amp; Experience</p> <ul style="list-style-type: none"> <li>• Previous experience in the water industry or of reading meters ideal but not essential</li> </ul>	

**This job / role description gives the post holder an understanding of the range of duties to be undertaken as part of the role. It does not detail every activity that will be required of the post holder. Specific tasks and objectives will be agreed as necessary according to changing business requirements, priorities, and operational needs.**