



Job Title:	Department:	Reporting To:
Energy & Utilities Accounts Manager	Sustainability & Decarbonisation	Head of Sustainability & Decarbonisation

Please note: this job description outlines key responsibilities and duties but is not exhaustive. Additional tasks may be assigned as needed to support Magenta Living’s goals and objectives.

How your role will contribute to Magenta Living’s Purpose, Vision & Values:

Our Purpose: Empowering people is our purpose.	The Energy & Utilities Accounts Manager helps Magenta provide safe, affordable and sustainable homes by ensuring energy services are reliable, fairly charged and well managed.
Our Vision: We believe in opening doors to homes full of love, communities full of life and a world full of possibilities.	The role supports our purpose of empowering people through transparent energy management, reliable services and effective control of energy costs. It demonstrates Do the Right Thing by taking ownership, using evidence and delivering value for customers and the organisation.
Our Values: <i>‘Do the Right Thing’.</i> This is the thread that weaves our actions, decision-making, and connections.	The postholder is Magenta Living's lead specialist for utilities and energy accounts across a complex property portfolio. This commercial and operational role covers supplies, contracts, suppliers, meters, billing, consumption data and associated costs. The role will improve financial control, cost recovery and compliance, and resolve issues affecting customers or the organisation. It is not a retrofit delivery or assessment role, although it will provide utilities advice to wider investment and decarbonisation activity. The Energy & Utilities Accounts Manager will: • Maintain a complete, accurate and auditable record of energy supplies, accounts, meters, tariffs, contracts and consumption. • Manage suppliers, brokers, metering and billing providers, including procurement, renewals, tariff reviews and service performance. • Lead resolution of billing, metering and account issues, including faulty meters, missing reads, estimated consumption, account changes and supplier disputes. • Use expenditure and consumption data to monitor costs, identify anomalies and risks, and provide clear management information and recommendations. • Work with Finance and Service Charges to reconcile expenditure, support eligible cost recovery and ensure charges are fair, transparent and evidenced. • Support compliant billing, tariffs, reporting and charging for communal energy systems and heat networks.

At Magenta Living, our Purpose, Vision & Values aren’t just words that sit on a page. They serve as a constant reminder of why we do what we do.
Let’s all #BeMoreMagenta.



- Provide business cases and utilities advice for acquisitions, developments, stock changes, retrofit and decarbonisation programmes.
- Build effective relationships across the business so accountabilities are clear and energy matters are managed consistently.

What you will bring to us:

Essential Skills & Experience

- Substantive hands-on experience managing energy or utility accounts across a large multi-site or property portfolio.
- A strong track record of resolving complex supplier, billing, metering and account issues at portfolio level.
- Commercial and financial awareness, including budgets, cost control, reconciliation and cost recovery.
- Ability to analyse financial and consumption data, identify material issues and turn evidence into clear action.
- Ability to manage supplier performance, influence stakeholders and communicate clear recommendations.
- Experience solely in retrofit assessment, coordination, EPC assessment or energy-efficiency delivery will not meet the essential requirement.

Desirable Experience:

- Experience in social housing, local government, an energy supplier, energy bureau or another large multi-site property environment.
- **Knowledge of communal supplies, heat networks, service charges or related regulation.**

Education & Qualifications

- Degree, professional qualification or equivalent demonstrable experience in energy or utilities management, energy procurement, commercial energy management or a related field.
- Practical experience managing a complex energy portfolio will be valued alongside formal qualifications and continuing professional development.

Desirable Qualifications:

- Membership of a relevant professional body, such as the Energy Institute.
- Project management or procurement qualification.

This role is not subject to a mandatory DBS check.

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