

Customer Service Energy Advisor

(24 months fixed term contract with scope for an increased term - subject to funding)

Act on Energy a local energy advice charity is seeking motivated and energetic Customer Service specialists to join our friendly and professional team based in Birmingham.

We are a fast growing and dynamic regional energy advice charity and we're on a mission to put our customers at the heart of everything we do. So, if you feel you would like to be part of our journey then carry-on reading.

About the Warmer Homes West Midlands project

Warmer Homes West Midlands is an ambitious partnership programme, which provides for the very first time a universal, top-level energy advice service for low income and fuel poor households across the seven urban local authorities of the West Midlands; Birmingham, Coventry, Solihull, Sandwell, Dudley, Walsall and Wolverhampton.

We have been up and running for approaching two years now and the service is going from strength to strength. We have just secured more funding to deliver the second expansion phase of the service and our ambitions don't stop there.

Still interested? Here's a little bit more about what we are expecting from the Warmer Homes West Midlands Customer Service Energy Advisor

ABOUT THE ROLE

Working as part of our friendly Warmer Homes West Midlands team, you will have excellent customer service skills, be well organised, an excellent communicator both verbally and written, a supportive team player, flexible, responsive and timely in your approach.

You must be comfortable dealing with a range of people over the telephone and be able to carry out the relevant administrative duties and referral processes required. We're looking for accuracy and a keen focus on providing the best service possible for our customers. This is not a sales role, and we are keen to hear only from people who value providing good customer service and enjoy making a positive impact through their work.

DUTIES AND RESPONSIBILITIES

- ▶ To have key responsibility FOR taking customer calls on a day-to-day basis. Being the public face for the organisation and setting the bar high in terms of what customers can expect of us.
- ▶ To support the project team with the wider delivery of energy efficiency schemes and projects
- ▶ To liaise closely with and task actions resulting from calls to our community outreach officers
- ▶ To carry out energy information advice and guidance outbound calls and customer satisfaction surveys when required
- ▶ To input customer call details on our CRM to a high standard of accuracy

Assistant Project Manager - Job reference: WHWM-CSA01

Act on Energy is a company limited by guarantee and registered in England and Wales, number 3621022 and a registered charity number 1075679. Registered address: Act on Energy, Unit 1.4 Lauriston Business Park, Pitchill, Salford Priors, Warwickshire, WR11 8SN



- ▶ To maintain high standards when managing confidential information, complying with Act on Energy's General Data Protection Procedures GDPR and legal requirements ensuring security, integrity and confidentiality of data.
- ▶ To achieve agreed outcomes and outputs, and personal appraisal targets, as agreed by line manager
- ▶ To be committed to the Act on Energy's core values of public service, quality, equality, empowerment and to demonstrate this commitment in the way duties are carried out.
- ▶ To ensure that all duties are undertaken with due regard and compliance with the General Data protection Act 2018 and other legislation
- ▶ To carry out duties and responsibilities in accordance with Act on Energy's Health and Safety Policy and relevant Health and Safety legislation
- ▶ Ability to communicate effectively both orally and in writing at all levels
- ▶ To be able to quickly assimilate new information regarding changes in legislation, good practice and grant funding opportunities as these arise.

PERSON SPECIFICATION

It is essential that you have:

- ▶ Experience in a customer focused environment
- ▶ Excellent customer service skills
- ▶ Ability to drive high standards in relation to customer services
- ▶ Ability to communicate verbally and in writing across a range of different audiences.
- ▶ Educated to A level standard or equivalent with an excellent standard of written English
- ▶ Demonstrate accurate numerical skills and have an eye for detail when processing information
- ▶ Self-management skills, to enable workload organisation, prioritisation, and implementation, with minimum supervision
- ▶ Flexible approach - demonstrating ability to respond positively to changes in allocation of work at short notice to set deadlines
- ▶ Commitment to equal opportunities and anti-discriminatory practice and to work with a diverse customer base.
- ▶ Excellent Computer skills including Microsoft word, excel
- ▶ Full driving licence and car owner

It is desirable that you have:

- ▶ Knowledge of domestic sustainable energy and affordable warmth issues
- ▶ Knowledge and experience of housing, health and social care services and practice
- ▶ Experience of working in, or in support of, local or other statutory authorities
- ▶ Access to own vehicle
- ▶ Fluency in other languages

In addition to the above we are also looking for:

- ▶ Enthusiasm and commitment to environmental and social welfare objectives
- ▶ A flexible, dynamic and creative approach
- ▶ Reliability and confidence

Ok, so now we know you're really interested - what are the next steps?

We'd naturally love to hear from you if you can show us why feel you're a great fit for this role. To do this, we'll need you to send us your CV outlining your work history and achievements date and covering letter stating clearly how you feel you meet the requirements of the role.

Please ensure that you evidence as many of the above criteria as possible as we will use this to assess if we can take you forward to interview stage.

TERMS OF EMPLOYMENT

Position*	Customer Service Specialist Advisor – Warmer Homes West Midlands project
Location	Office based
Salary	£21,797 per annum – Grade C
Hours	37.5 hours per week fixed term until 31 October 2024 (may have the potential to extend)
Reports to	Warmer Homes West Midlands Project Manager
Closing date	13 November 2022

*Subject to six-month probationary period

OTHER BENEFITS

Holiday: 25 days per annum plus bank holidays

Workplace Pension Scheme

Training provided

HOW TO APPLY

Please send your CV and cover letter by email to jobs@actonenergy.org.uk (please put job reference WHWM-CSA01 in the email's subject) or post your documents to:

FAO Gareth Williams

Ref: WHWM-CSA01

Act on Energy

Unit 1.4 Lauriston Business Park

Pitchill, Salford Priors

Warwickshire

WR11 8SN