

Job Profile

EUSR Support

Department	Operations
Location	Solihull
Reports to	Registration & Certification Service Line Lead
Hours	37 hours per week
Contract	Permanent
Constraints (travel/ base/ working patterns etc)	Although office based in Solihull, the role may require UK wide travel from time to time.
Salary	£16,000 per annum
Date	February 2016

About us

Energy & Utility Skills Group (EU Skills) is the expert voice on workforce issues in the energy and utilities sector working with UK government, regulators and key audiences across the four nations. We're the provider of choice for guidance, employer solutions, setting, registering and assessing competency standards and bespoke consultancy.

We help employers attract new talent, develop their workforces and assure a high level of competence across their businesses.

About the role

Over the years the Energy & Utility Skills Register (EUSR) has grown from a simple register of training and qualifications into a strong and advanced technical platform for the skills management, competence and training for those employed across the energy and utility industry.

The role of EUSR Support will be the verification and logging of all physical and electronic post received, the processing of applications received to meet the required standard of service and the production and distribution of EUSR cards.

In this varied and important role, you will also be responsible for providing the highest standards of customer support for the registration and EUSR schemes by providing information, advice and guidance

About you

To be successful in this role you'll need to be highly motivated with experience of working in a busy office environment, where you have been required to provide excellent customer service.

It's also important that you are detail oriented and have good IT skills with the confidence to work proactively. Experience of data entry would be advantageous.

Naturally, you'll need excellent communication skills, enjoy working as part of a team and be able to develop strong relationships with the sector's employers, training providers and other stakeholders.

Key Responsibilities

The key responsibilities of the EUSR Support is as follows:

Registration Applications

- The daily activity of verifying and logging all physical and electronic post received into the EUSR function, and ensuring all processes are adhered to
- Processing of the applications received to meet required, and published, standards of service
- Production and distribution of registration cards to clients in line with our standards of service
- Ensuring that all applications and information received is stored, as specified, through the Electronic Data Management system.

Customer Support

- Provide the highest standard of customer support for Registration enquiries, establishing levels of response and escalating where appropriate
- Support enquiries on EUSR schemes, or identifying and assigning to the appropriate lead
- Provide the conduit to EUSR and EU Skills information, advice and guidance.

JOB HOLDER SPECIFICATION

Specification	Essential	Desirable
Education		
5 GCSE's (Grade A – C, including English and Maths) or equivalent	✓	
AS & A2 Levels or equivalent		✓
NVQ Level 3 or 4 in Customer Service or ICS Professional Award		✓
Work Experience		
Understanding of the energy and utilities sector		✓
Customer service and service delivery experience	✓	
Experience of working in a fast paced environment	✓	
Knowledge of and ability to use IT	✓	
Data Entry		✓
Skills		
Strong organisational skills and time management. Ability to work under pressure and meet deadlines.	✓	
Interpersonal Skills – managing relations at all levels internal and external to the organisation	✓	
Ability to work independently, use initiative, self-starter	✓	
Competent use of Microsoft Office applications (especially Word, and Excel skills).	✓	
Strong communications skills	✓	
High standard of reporting skills		✓
Work effectively and flexibly as part of a team	✓	
Attention to detail	✓	
Decision making	✓	
Behaviours		
Team worker	✓	
Resilient	✓	
Self – motivated	✓	

Uses initiative	✓	
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