

Job Profile

Customer Support Co-ordinator

Department	Registration Services
Location	Solihull
Reports to	EUSR Operations Manager
Hours: working patterns	37 Hours Mon – Fri. 8am – 4:30pm & 8:30am – 5pm rotation
Contract	Permanent
Constraints (travel/ base/ etc)	Co-located between home and Office
Salary	£18,000 per annum (rising to £19,000 on successful completion of probation).
Date	July 2021

About us

Everyday over 65 million people in the UK rely on the energy and utilities sector to provide services that are essential to the health, safety and prosperity of every person and business in the UK.

Energy & Utility Skills are at the forefront of bringing our industry leaders together to identify and address the skills challenges our sector faces. We provide membership, assurance and skills solutions to help employers attract, develop and maintain a sustained skilled workforce to safeguard the future health, safety and prosperity of every person and business in the UK.

About the role

Our register, EUSR, is used by employers across the energy and utilities sector, to support their recruitment processes. EUSR is available online 24/7 which means employers or individuals can quickly verify their training and skills record – reducing expensive duplication of training. EUSR registration is valid for a fixed period of time, usually between three and five years, and individuals renew their registration by undertaking the appropriate renewal training. The register holds over 250,000 training and skills record and c. 2,500 new registrations are added each week.

As Customer Support Co-ordinator you sit within the EUSR Support team, which is part of Registration Services. You are the first customer contact point for EUSR and also act as a 'triage' for other incoming enquiries on behalf of colleagues in other teams, such as Quality, Product Management, Client Management.

In this varied and critically important role, you will also be responsible for providing the highest levels of proactive customer support for EUSR through the provision of accurate and timely information, advice and guidance in relation to registrations, Energy and Utility Skills schemes and card printing

About you

To be successful in this role you'll need to be highly motivated with experience of working in a busy customer service environment, where you have been able to deliver against challenging service levels. With strong interpersonal and communication skills, you will be experienced in dealing with customer queries and complaints and delivering a great customer experience.

You will be able to work in a fast-paced environment with the confidence to work independently and as part of a team. It is also important that you are detail oriented and have good IT skills. Experience of data entry would be advantageous.

You will be able to develop strong relationships and quickly establish rapport with the sector's employers, training providers as well as individuals and other internal and external stakeholders.

Key Responsibilities:

Registration Applications

- Checking verifying and logging registrations received into EUSR, processing quickly and efficiently, including passport, skills – based and e-Assessment schemes
- Handling and resolving issues relating to EUSR registration and communicating with customers and individuals on specific issues.
- Processing registrations to meet service levels both manual and electronic across our range of products and services, including apprenticeship schemes.
- Production and distribution of EUSR registration cards; identifying and resolving any production errors, in line with our service levels and internal processes.
- Ensuring that all registration information is stored, as specified, through the Quartz system.
- Ensuring that all registration data is processed and stored lawfully in accordance with the six principles of the General Data Protection Regulation (GDPR).

Customer Support

- Key customer interface providing excellent customer service for enquiries and issues regarding EUSR registrations, Energy and Utility Skills schemes and card printing via telephone, email and face to face.
- Meeting service levels response times and escalating issues where appropriate, to EUSR Operations Manager.
- Building good customer relations through effective and professional communication to establish customers' requirements and manage expectations.
- Provide advice and guidance on the EUSR platform Quart Web, including the booking of the EUSR schemes and the uploading of evidence and documentation for specific training courses.
- Highlighting and logging customer complaints and escalating this to a senior member of the team in accordance with our internal policy and processes.

- Ensure that all work activities are undertaken in line with the Energy & Utility Skills values of 'Together', 'Being Credible' and 'Making a positive difference'

Team Support

- Support the induction and training of new team members across the range of EUSR schemes, systems and processes, assisting with general queries and questions.
- Share client insights and personal learning experiences to support and enhance the team's service delivery.
- Adapt and respond positively to change and improvements within the team and wider business.
- Supporting Quality Assurance with general trainer and audit queries. Signposting and transferring customers to the correct team member or webpage.
- Take reasonable care of your own health and safety and that of others by fulfilling your responsibilities under the Health & Safety at Work Act 1974 as outlined in our Health & Safety policy and online handbook.

Key measures for success

- All EUSR registrations are processed accurately and in a timely manner in accordance with our standards of service and team targets.
- All EUSR data is collated, processed and stored lawfully in accordance with GDPR.
- Customer satisfaction and positive feedback from our customers through the building of professional relationships and provision of accurate advice and guidance. Responding to customers individual requirements to provide a personalised customer experience.
- Knowledge of schemes, processes and standards is kept up to date by taking a proactive interest in EUSR service developments.
- Taking ownership of professional development by exploring ways to improve knowledge of EUSR and the wider business.
- Collaborative teamwork through the sharing of business information and knowledge, supporting team members to overcome a work –related challenge or problem and together, exploring ways to improve the service provided to our clients.

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		✓
High levels of customer service and service delivery experience	✓	
Experience of working in a fast-paced environment to high standards of customer service	✓	
Knowledge of and ability to use IT particularly word and excel	✓	
Data Entry		✓
Skills		
Strong organisational skills and time management. Ability to work under pressure and meet deadlines.	✓	
Interpersonal Skills working with clients and customers at all levels internal and external to the organisation. Able to deal with queries	✓	
Ability to work independently and as part of a team, use initiative, self-starter	✓	
Competent use of Microsoft Office applications (especially Word, and Excel skills)	✓	
Strong communication skills both written and verbally, face to face and over the phone	✓	
High standard of reporting skills		✓
Able to work effectively and flexibly as part of a team	✓	
Attention to detail, ensuring accuracy in all areas of work	✓	

Values & Behaviours

Together

We are stronger together, collaborating to deliver success

- Supporting and empowering each other
- Working as a team to deliver the best for our clients, customers and colleagues
- Being respectful, responsive and reliable
- Keeping all communication clear and constructive
- Understanding and valuing how we all contribute to our success

Being Credible

A trusted voice providing thought leadership to the sector

- Providing expertise, openly sharing insights and best practice
- Taking a proactive approach to understanding the sector and the key issues affecting our members
- Delivering on time and keeping promises
- Ensuring work is of the highest standard and delivering exceptional customer service internally and externally.
- Taking ownership of personal development

Making a Positive Difference

We do the right thing and make Energy & Utility Skills a great place to work

- Inspiring others by going the extra mile
- Bringing energy, passion and a positive approach to work, every day
- Celebrating success and taking pride in everything we do
- Embracing change and identifying opportunities to make a difference
- Leading by example