

Job Profile

Customer Support Co-ordinator

Department	Registration & Certifications
Location	Solihull
Reports to	EUSR Operations Manager
Hours	Nominally 37 hours but operationally available at all times to meet Company requirements.
Contract	Office based
Constraints (travel/ base/ working patterns etc)	Office based. The role may require travel from time to time, and occasional work at specific locations and overnight stays away from home. Flexible working requests considered
Salary	£18,000 rising to £19,000 on successful completion of probation
Date	August 2018

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

The Energy & Utility Skills Register (EUSR) provides a platform for skills management, competence and training for those employed across the energy and utility industry. Providing transferability of skills across the UK, it is recognised as best practice by employers and regulatory bodies. The platform records the skills records of over 266,000 individuals working in the sector.

As Customer Support Co-ordinator you will be the first customer contact point for EUSR. You will verify and log all registrations, process applications and produced EUSR cards in line with SLAs.

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

- Assembling, checking, verifying and logging all registrations received into EUSR, recording all information accurately.
- Handling and resolving issues relating to EUSR registrations, including 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 in line with service levels. Identifying and resolving any card production errors
- Ensuring that all registration information is stored, as specified, through the Electronic Data Management system.

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.
- Provide information, advice and guidance relating to Energy and Utility Skills schemes and services, signposting clients and customers (both internal and external) as appropriate
- Provide support and guidance on apprenticeships and end point assessment, processing applications in accordance with service level standards
- Processing of pre-registration applications, processing registrations and dealing with internal and external queries.
- Respond to complaints from clients and customers, escalating to EUSR Operations Manager as appropriate. Ensuring all complaints are logged and actioned within agreed service levels.

- 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.
- Monitor essential stock levels, advising senior co-ordinators of stock requirements as appropriate.

Additional responsibilities

- Ensure compliance with Energy & Utility Skills data protection policies and processes.
- Take reasonable care of your own health and safety and that of others in the workplace

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